

Bank Account or Service Complaints

Based on Consumer Complaints

Date received	Product	Sub-product
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Other bank product/service
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	(CD) Certificate of deposit
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Other bank product/service
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
07/30/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
07/30/2013	Bank account or service	Savings account
07/31/2013	Bank account or service	Checking account
07/31/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Issue	Sub-issue
Using a debit or ATM card	
Account opening, closing, or management	
Deposits and withdrawals	
Deposits and withdrawals	
Deposits and withdrawals	
Deposits and withdrawals	
Account opening, closing, or management	
Problems caused by my funds being low	
Deposits and withdrawals	
Account opening, closing, or management	
Problems caused by my funds being low	
Deposits and withdrawals	
Deposits and withdrawals	
Using a debit or ATM card	
Deposits and withdrawals	
Deposits and withdrawals	
Account opening, closing, or management	
Deposits and withdrawals	

Bank Account or Service Complaints

Based on Consumer Complaints

Consumer complaint narrative

Bank Account or Service Complaints

Based on Consumer Complaints

Company public response

Bank Account or Service Complaints

Based on Consumer Complaints

Company	State	ZIP code	Tags	Consumer consent provided?
Wells Fargo & Company	CA	95992	Older American	N/A
Santander Bank US	NY	10065		N/A
Wells Fargo & Company	GA	30084		N/A
Bank of America	TX	75025		N/A
Wells Fargo & Company	CA	96088		N/A
JPMorgan Chase & Co.	NJ	08530		N/A
Wells Fargo & Company	TX	77381		N/A
Wells Fargo & Company	NJ	08618	Older American	N/A
Wells Fargo & Company	CA	92277		N/A
First Tennessee Bank	TN	37806	Servicemember	N/A
Bank of America	NY	11716	Older American, Servicemember	N/A
People's United Bank	CT	06514		N/A
TD Bank US Holding Company	NJ	07656		N/A
JPMorgan Chase & Co.	NY	11772		N/A
Wells Fargo & Company	FL	33326		N/A
JPMorgan Chase & Co.	NY	10469		N/A
Wells Fargo & Company	GA	30680		N/A
Santander Bank US	NJ	07106		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Submitted via	Date sent to company	Company response to consumer	Timely response?	Consumer disputed?
Web	07/31/2013	Closed with explanation	Yes	No
Fax	07/31/2013	Closed	Yes	No
Web	07/30/2013	Closed with explanation	Yes	No
Web	07/30/2013	Closed with explanation	Yes	No
Web	08/01/2013	Closed with explanation	Yes	No
Postal mail	07/30/2013	Closed with monetary relief	Yes	No
Postal mail	07/30/2013	Closed with explanation	Yes	No
Phone	07/30/2013	Closed with explanation	Yes	No
Web	08/05/2013	Closed with explanation	Yes	No
Phone	07/30/2013	Closed with explanation	Yes	Yes
Phone	08/01/2013	Closed with explanation	Yes	No
Referral	07/31/2013	Closed with explanation	Yes	No
Postal mail	07/31/2013	Closed with monetary relief	Yes	No
Web	08/01/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with explanation	Yes	No
Web	08/01/2013	Closed with explanation	Yes	No
Web	08/01/2013	Closed with non-monetary relief	Yes	Yes
Web	08/01/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

Complaint ID

468889

468879

468949

468981

469185

475273

469309

469414

469446

469447

469537

469508

480463

472678

469641

470665

470863

470903

Bank Account or Service Complaints

Based on Consumer Complaints

07/31/2013	Bank account or service	Checking account
07/30/2013	Bank account or service	Checking account
07/30/2013	Bank account or service	Checking account
07/31/2013	Bank account or service	Savings account
07/31/2013	Bank account or service	Checking account
07/31/2013	Bank account or service	Other bank product/service
07/31/2013	Bank account or service	Savings account
07/31/2013	Bank account or service	Checking account
07/31/2013	Bank account or service	Checking account
07/30/2013	Bank account or service	Checking account
07/31/2013	Bank account or service	Checking account
07/31/2013	Bank account or service	Checking account
07/30/2013	Bank account or service	Other bank product/service
07/31/2013	Bank account or service	Checking account
07/30/2013	Bank account or service	Savings account
07/30/2013	Bank account or service	Checking account
07/30/2013	Bank account or service	Checking account
07/30/2013	Bank account or service	Checking account
07/31/2013	Bank account or service	Checking account
07/22/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Making/receiving payments, sending money

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

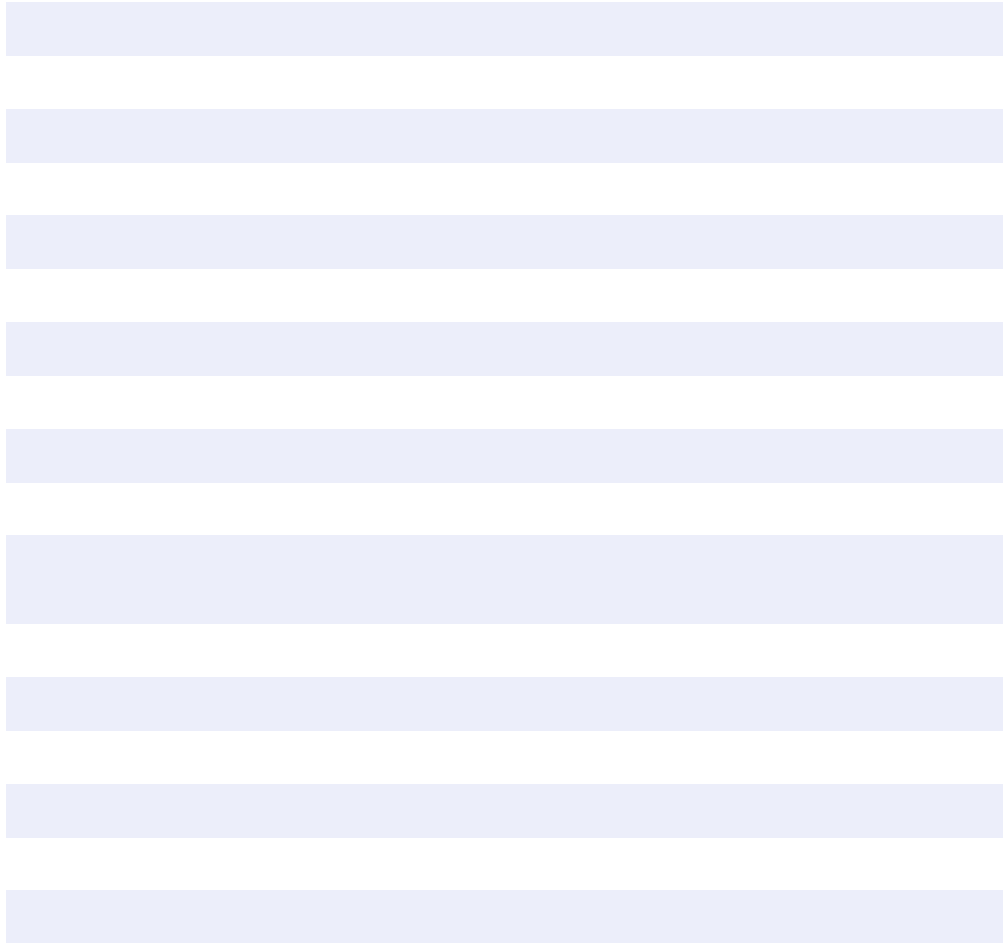
Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

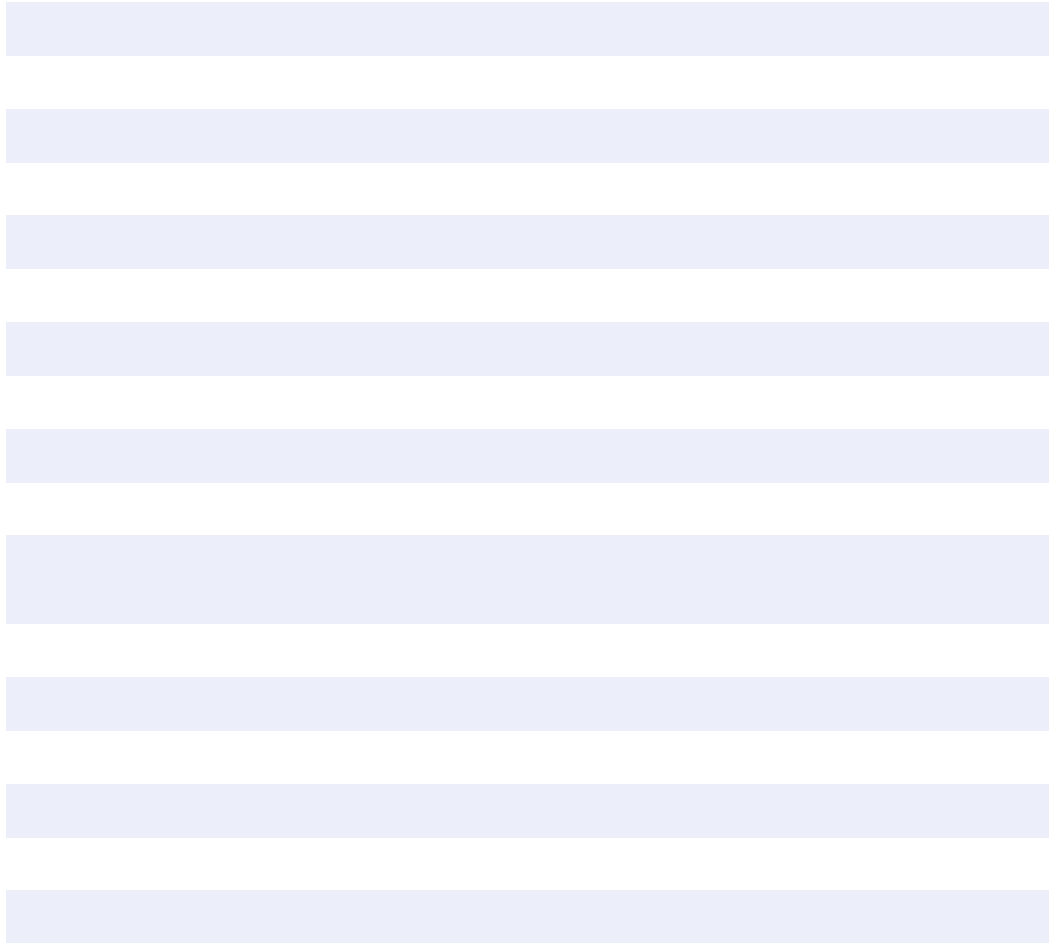
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	FL	33186		N/A
Bank of America	IL	60626		N/A
TD Bank US Holding Company	NJ	07869		N/A
Wells Fargo & Company	CA	91214	Older American	N/A
TD Bank US Holding Company	NJ	08850		N/A
Synchrony Financial	NC	27705		N/A
BB&T Financial	FL	33060		N/A
U.S. Bancorp	TX	75025		N/A
Bank of America	MI	48240		N/A
Bank of America	MA	02119		N/A
Regions Financial Corporation				N/A
Bank of America	NJ	07005		N/A
PayPal Holdings, Inc.	FL	32351	Older American, Servicemember	N/A
BBVA Compass	AZ	85143		N/A
Wells Fargo & Company	NJ	08618		N/A
TCF National Bank	IL	60620	Older American	N/A
U.S. Bancorp	NV	89423		N/A
Navy FCU	CA	92065		N/A
Regions Financial Corporation	TN	38134		N/A
Citibank	CA	93277	Older American, Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	08/02/2013	Closed with monetary relief	Yes	No
Phone	07/31/2013	Closed with monetary relief	Yes	No
Phone	07/31/2013	Closed with explanation	Yes	No
Web	08/02/2013	Closed with explanation	Yes	No
Web	08/02/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed with monetary relief	Yes	No
Web	08/02/2013	Closed with explanation	Yes	No
Phone	08/02/2013	Closed with explanation	Yes	No
Referral	07/31/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed	Yes	Yes
Referral	08/05/2013	Closed with explanation	Yes	No
Phone	08/01/2013	Closed with monetary relief	Yes	No
Web	08/05/2013	Closed with explanation	Yes	Yes
Phone	07/31/2013	Closed with explanation	Yes	No
Referral	08/07/2013	Closed with monetary relief	Yes	No
Referral	07/31/2013	Closed with explanation	Yes	Yes
Referral	07/31/2013	Closed with monetary relief	Yes	No
Referral	08/02/2013	Closed with monetary relief	Yes	No
Phone	07/23/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

471071

469836

463412

471075

471077

480956

471336

471152

471160

470365

471182

471197

480459

471220

470332

470392

470633

479508

471598

463325

Bank Account or Service Complaints

Based on Consumer Complaints

07/30/2013	Bank account or service	Savings account
07/30/2013	Bank account or service	Savings account
07/30/2013	Bank account or service	Checking account
07/31/2013	Bank account or service	Checking account
07/30/2013	Bank account or service	Checking account
07/31/2013	Bank account or service	Checking account
07/22/2013	Bank account or service	Other bank product/service
07/31/2013	Bank account or service	Checking account
07/22/2013	Bank account or service	Other bank product/service
07/31/2013	Bank account or service	Checking account
07/22/2013	Bank account or service	Checking account
08/06/2013	Bank account or service	Checking account
08/01/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	Other bank product/service
08/01/2013	Bank account or service	Other bank product/service
07/23/2013	Bank account or service	Checking account
08/01/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	Other bank product/service
08/06/2013	Bank account or service	Other bank product/service
08/06/2013	Bank account or service	Savings account
07/23/2013	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

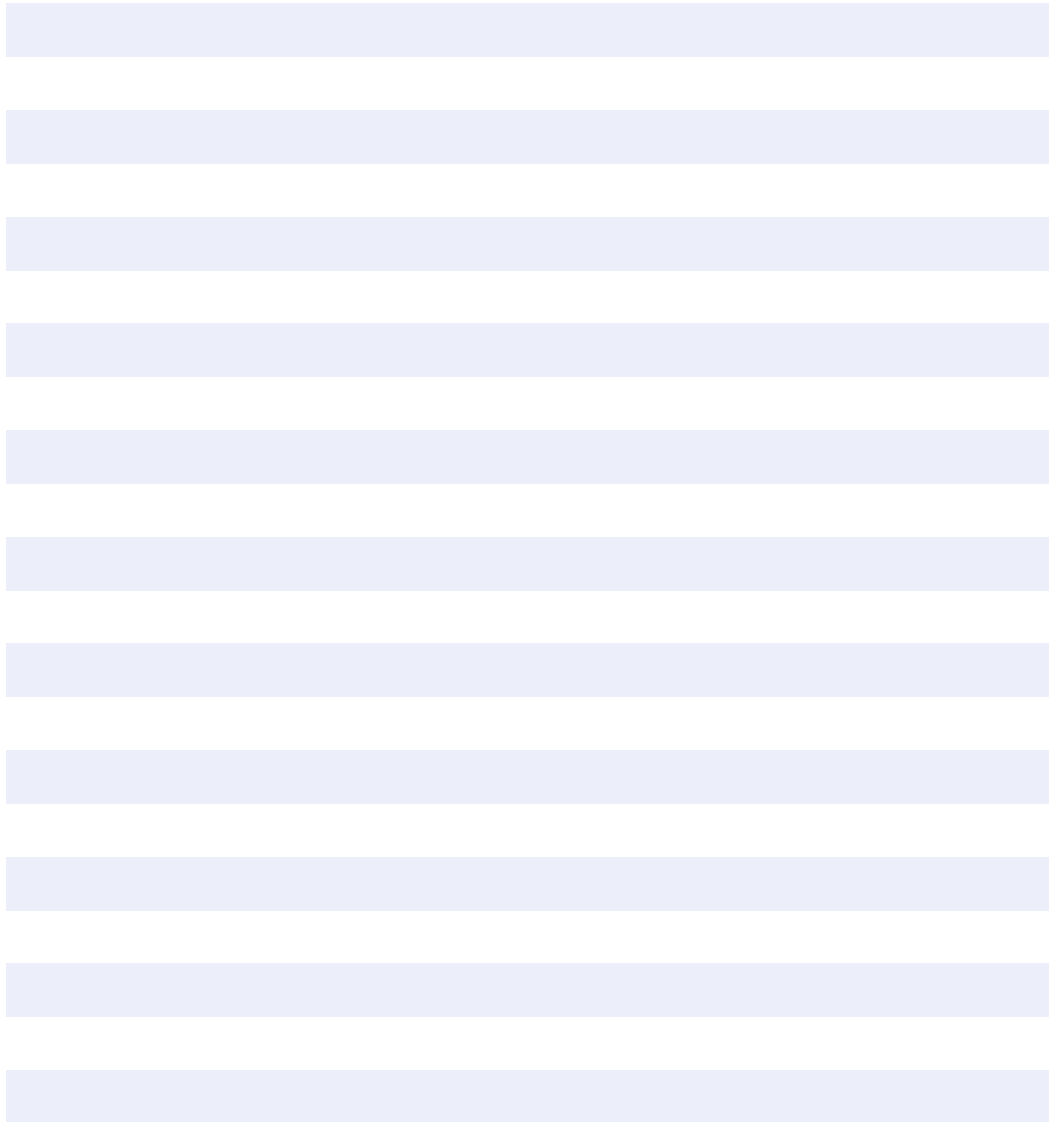
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Ally Financial Inc.	NY	11372		N/A
Pentagon FCU	WA	98021		N/A
Bank of America	FL	32205	Older American	N/A
JPMorgan Chase & Co.	CA	93510		N/A
JPMorgan Chase & Co.	VA	23664	Servicemember	N/A
Bank of America	MD	20781		N/A
Wells Fargo & Company	CA	95376		N/A
HSBC North America Holdings Inc.	CO	80162		N/A
Citizens Financial Group, Inc.	NY	14215		N/A
JPMorgan Chase & Co.	NJ	07666		N/A
Bank of America	TX	76036	Servicemember	N/A
Santander Bank US	NJ	08753		N/A
Wells Fargo & Company	CA	95348		N/A
SunTrust Banks, Inc.	GA	30062		N/A
PNC Bank N.A.	CA	92591		N/A
JPMorgan Chase & Co.	CA	92651		N/A
Citibank	WA	99212		N/A
JPMorgan Chase & Co.	CA	95437		N/A
Wells Fargo & Company	VA	22150		N/A
BMO Harris	IL	60680		N/A
SunTrust Banks, Inc.	TN	37909		N/A
Bank of America	FL	34205		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	07/31/2013	Closed with explanation	Yes	No
Web	07/31/2013	Closed with explanation	Yes	No
Phone	07/31/2013	Closed with non-monetary relief	Yes	No
Web	08/02/2013	Closed with explanation	Yes	No
Phone	07/31/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed with explanation	Yes	Yes
Phone	07/30/2013	Closed with explanation	Yes	No
Referral	10/16/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with monetary relief	Yes	No
Web	08/02/2013	Closed with non-monetary relief	Yes	No
Phone	07/24/2013	Closed with explanation	Yes	No
Postal mail	08/07/2013	Closed with explanation	Yes	No
Web	08/02/2013	Closed with monetary relief	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Web	08/06/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Referral	08/02/2013	Closed with non-monetary relief	Yes	No
Referral	07/24/2013	Closed with explanation	Yes	Yes
Postal mail	08/01/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

470611

470685

470690

471349

480639

471426

463525

471418

458998

471432

463588

480843

471471

463640

471476

463655

471510

463693

463723

481827

482407

454548

Bank Account or Service Complaints

Based on Consumer Complaints

07/24/2013	Bank account or service	Checking account
08/06/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	Savings account
07/24/2013	Bank account or service	(CD) Certificate of deposit
07/24/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Savings account
07/23/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	Other bank product/service
08/07/2013	Bank account or service	Savings account
08/07/2013	Bank account or service	Checking account
08/12/2013	Bank account or service	Other bank product/service
07/23/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	CT	06001		N/A
U.S. Bancorp	CO	80026		N/A
Santander Bank US	ME	04538	Older American	N/A
Citizens Financial Group, Inc.	PA	19055	Older American	N/A
Regions Financial Corporation	TN	37885		N/A
JPMorgan Chase & Co.	CA	90019		N/A
Bank of America	NY	11238		N/A
Santander Bank US	NJ	08857		N/A
Santander Bank US	NY	11106		N/A
Bank of America	AZ	85143	Older American	N/A
Bank of America	FL	33012		N/A
Bank of America	CA	94402	Older American	N/A
M&T Bank Corporation	DE	19803		N/A
Navy FCU	OH	43204	Servicemember	N/A
JPMorgan Chase & Co.	NY	11226		N/A
PNC Bank N.A.	MD	21842	Older American	N/A
Receivables Performance Management LLC	CA	92114	Older American	N/A
JPMorgan Chase & Co.	CA	94534		N/A
PNC Bank N.A.	PA	17101		N/A
Wells Fargo & Company	CA	92651		N/A
Bank of America	TX	78737	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	07/26/2013	Closed with monetary relief	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with explanation	Yes	No
Referral	07/24/2013	Closed	Yes	Yes
Referral	08/08/2013	Closed	Yes	No
Phone	07/25/2013	Closed with explanation	Yes	No
Referral	07/24/2013	Closed with monetary relief	Yes	No
Web	07/26/2013	Closed with monetary relief	Yes	No
Web	07/24/2013	Closed	Yes	No
Phone	07/24/2013	Closed with monetary relief	Yes	No
Phone	08/08/2013	Closed with explanation	Yes	Yes
Phone	08/08/2013	Closed with explanation	Yes	Yes
Web	08/14/2013	Closed with explanation	Yes	No
Referral	07/25/2013	Closed with explanation	Yes	Yes
Referral	07/25/2013	Closed with explanation	Yes	No
Web	07/24/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

465980

481957

463887

465189

465199

465224

493185

464614

482887

465305

464660

463174

464204

464248

482852

482857

487004

464858

464938

463657

465563

Bank Account or Service Complaints

Based on Consumer Complaints

07/23/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	Other bank product/service
08/07/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	(CD) Certificate of deposit
08/07/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	(CD) Certificate of deposit
08/13/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	Other bank product/service
07/24/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	Checking account
07/23/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

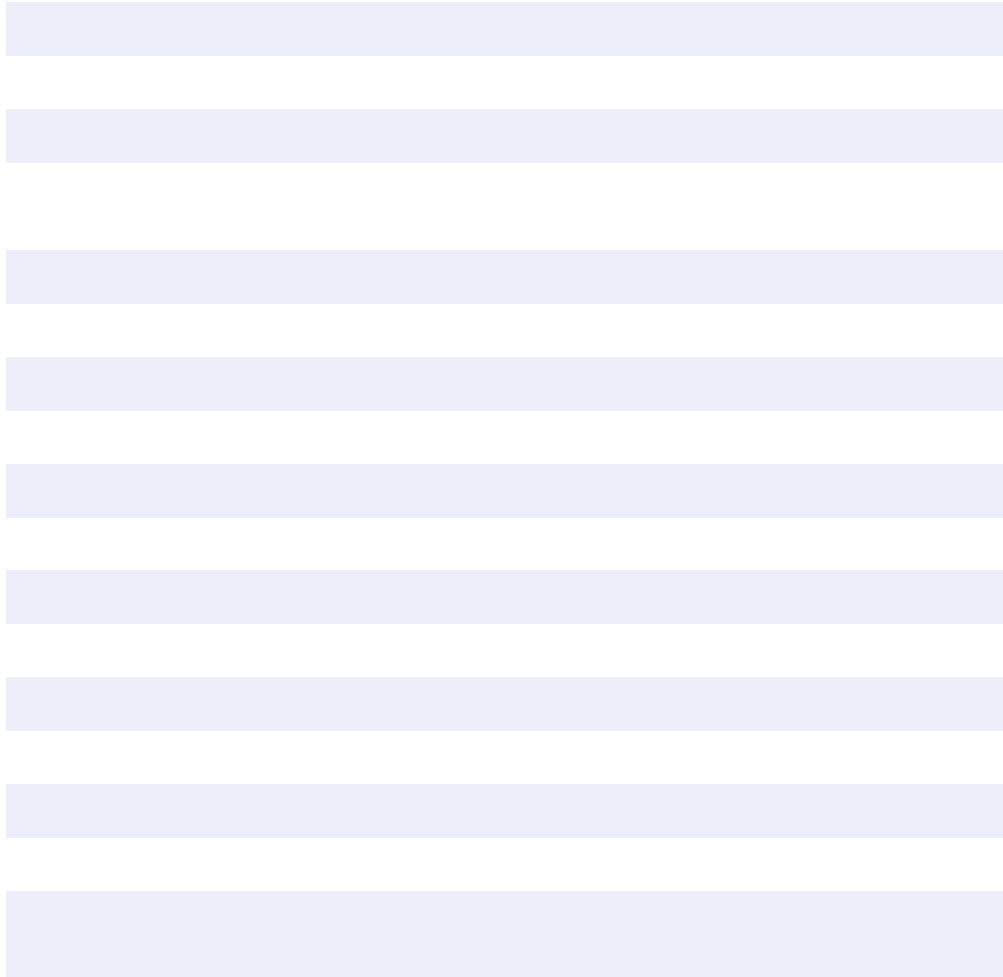
Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

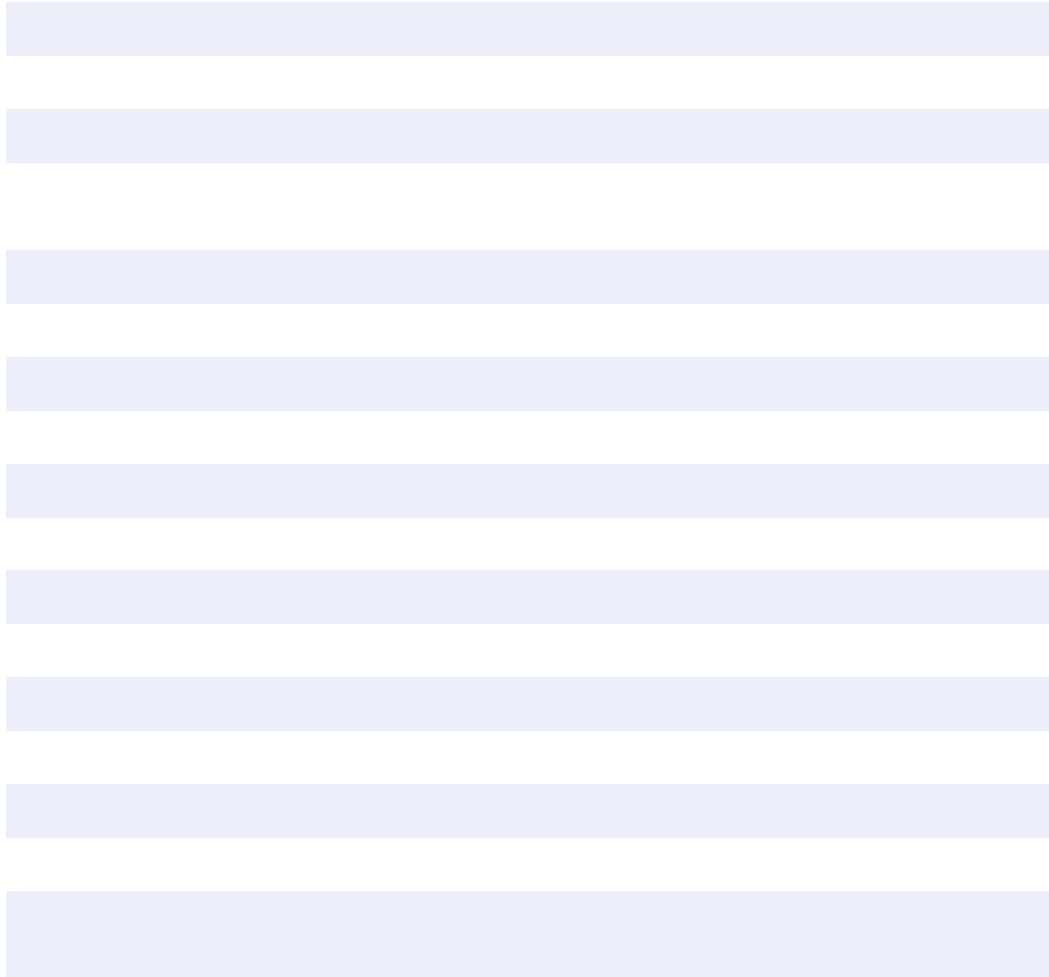
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Santander Bank US	MA	01545		N/A
Bank of America	CA	91206		N/A
Wells Fargo & Company	CA	94704		N/A
BB&T Financial	GA	30009		N/A
Bank of America	FL	33472	Older American, Servicemember	N/A
Wells Fargo & Company	TX	78681		N/A
Citibank	AZ	85226		N/A
JPMorgan Chase & Co.	AZ	85607		N/A
BB&T Financial	GA	30736		N/A
PNC Bank N.A.	PA	19460	Servicemember	N/A
BMO Harris	WI	53225		N/A
BBVA Compass	TX	78748		N/A
FirstMerit Bank	MI	48446		N/A
Bank of America	MO	63130		N/A
PNC Bank N.A.	PA	18466		N/A
M&T Bank Corporation	NY	14609		N/A
Regions Financial Corporation	TN	38122	Older American	N/A
Bank of America	FL	34992	Older American, Servicemember	N/A
Fifth Third Financial Corporation	IL	60655		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	07/25/2013	Closed	Yes	No
Web	08/14/2013	Closed with explanation	Yes	Yes
Fax	08/15/2013	Closed with explanation	Yes	No
Phone	08/08/2013	Closed with explanation	Yes	Yes
Phone	08/12/2013	Closed with explanation	Yes	No
Postal mail	08/08/2013	Closed with explanation	Yes	No
Phone	07/24/2013	Closed with explanation	Yes	Yes
Referral	08/08/2013	Closed with explanation	Yes	Yes
Referral	08/08/2013	Closed with explanation	Yes	Yes
Phone	08/15/2013	Closed with explanation	Yes	No
Postal mail	08/15/2013	Closed with explanation	Yes	No
Web	08/15/2013	Closed with explanation	Yes	Yes
Phone	08/15/2013	Closed with explanation	No	No
Web	07/26/2013	Closed with monetary relief	Yes	No
Web	07/24/2013	Closed with monetary relief	Yes	No
Phone	07/24/2013	Closed	Yes	Yes
Phone	08/08/2013	Closed	Yes	Yes
Phone	08/13/2013	Closed with non-monetary relief	Yes	Yes
Referral	08/08/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

465039

491296

489061

482892

482894

482786

463240

482902

482906

489099

489109

489119

489122

465746

464613

474854

482934

491553

482986

Bank Account or Service Complaints

Based on Consumer Complaints

07/24/2013	Bank account or service	Checking account
07/25/2013	Bank account or service	(CD) Certificate of deposit
07/24/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Other bank product/service
08/07/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	(CD) Certificate of deposit
07/25/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Savings account
08/13/2013	Bank account or service	Checking account
07/25/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	Checking account
07/25/2013	Bank account or service	Checking account
07/24/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

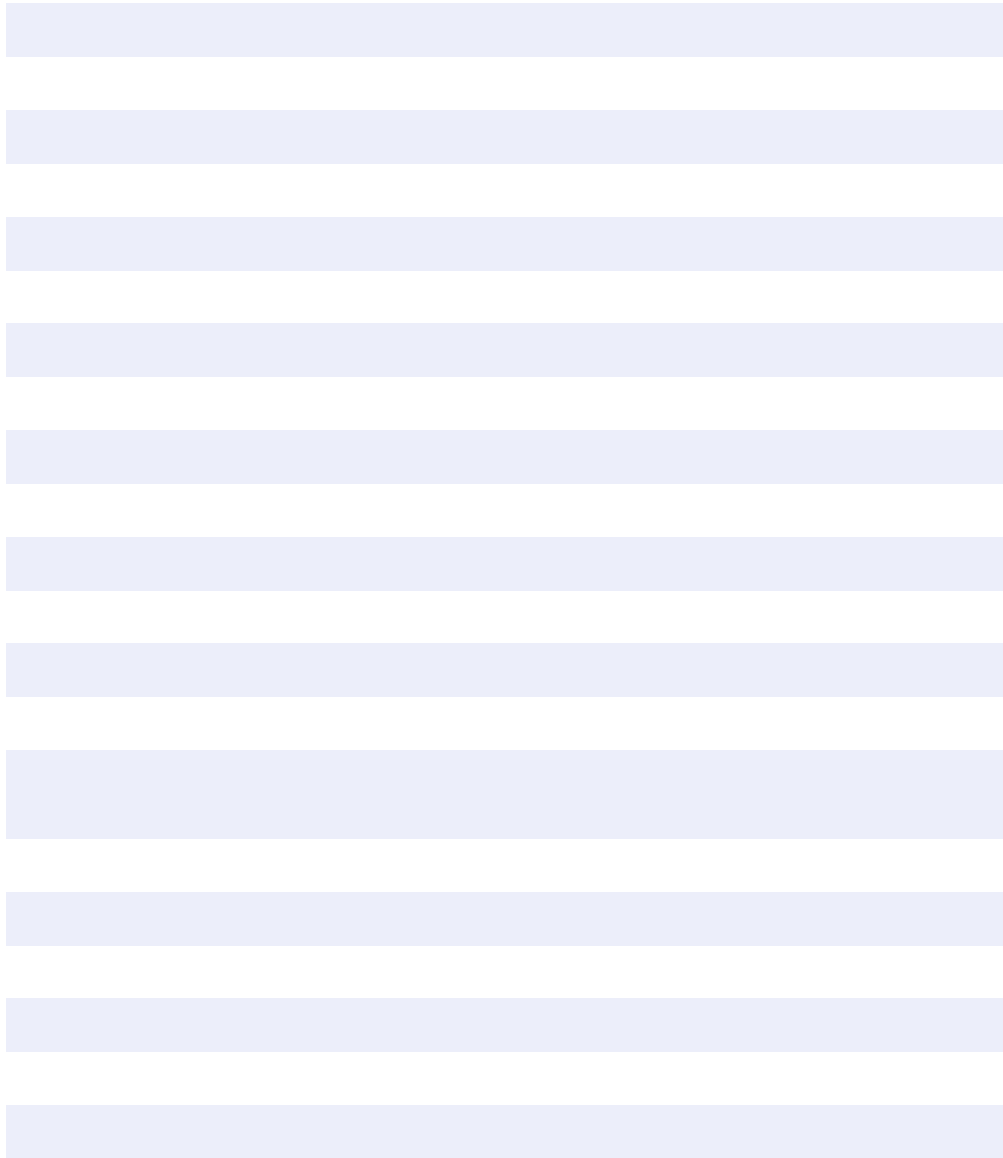
Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

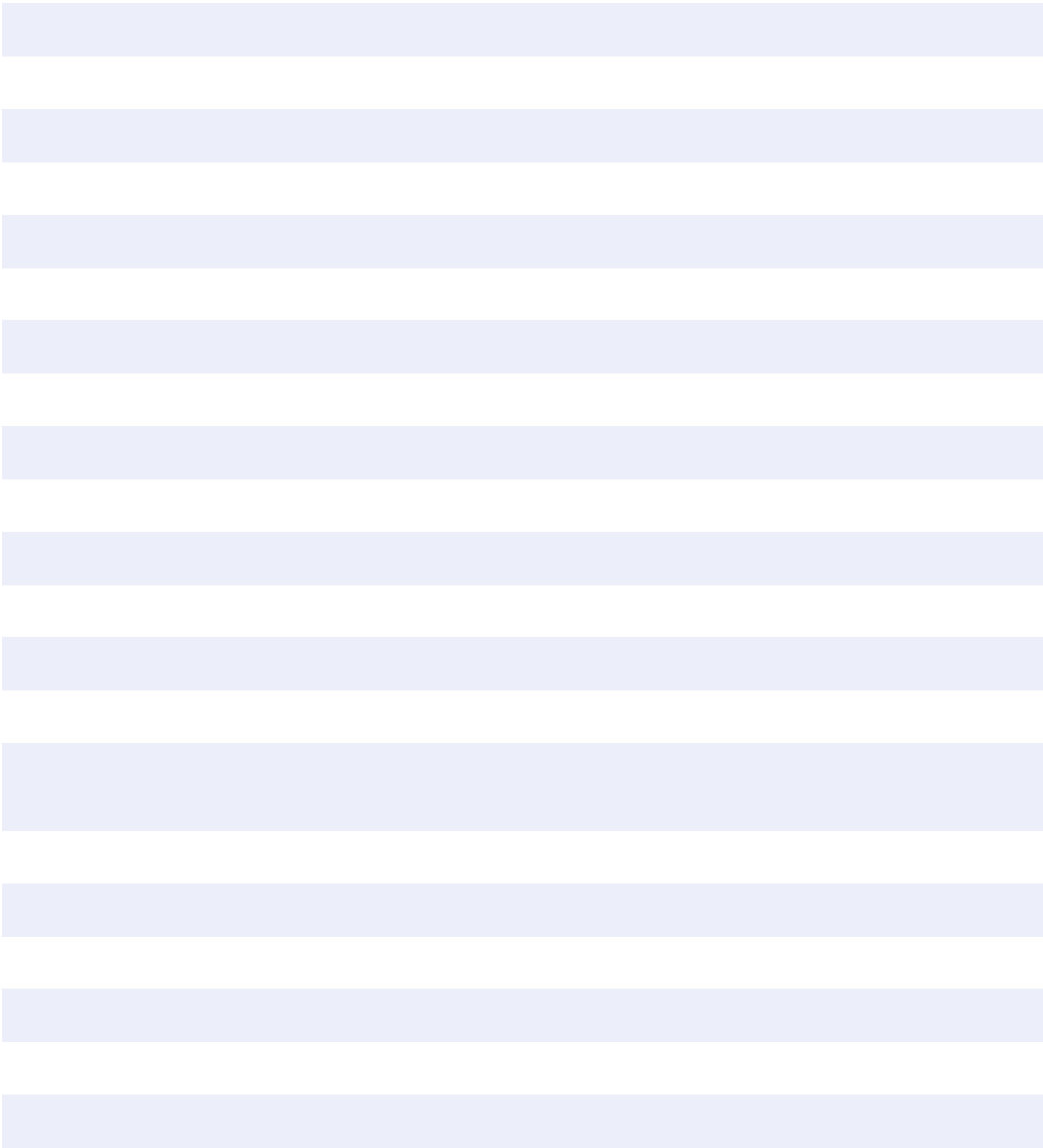
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	NJ	07073		N/A
Bank of America	MA	02472		N/A
The Huntington National Bank	OH	43223		N/A
Union Bank	CA	92333		N/A
Wells Fargo & Company	CA	94901		N/A
Capital One	TX	78245		N/A
Wells Fargo & Company	GA	31210		N/A
Wells Fargo & Company	NY	10471	Older American	N/A
Wells Fargo & Company	TN	38125		N/A
JPMorgan Chase & Co.	TX	77065		N/A
Bank of America	NC	27106		N/A
PNC Bank N.A.	PA	15201		N/A
Wells Fargo & Company	PA	19103		N/A
TD Bank US Holding Company	PA	19134		N/A
U.S. Bancorp	OH	43081	Older American, Servicemember	N/A
Santander Bank US	MA	02740		N/A
Regions Financial Corporation	TN	37042		N/A
SunTrust Banks, Inc.	TX	78520		N/A
BB&T Financial	NC	27407		N/A
Wells Fargo & Company	MN	55763		N/A
FirstMerit Bank	OH	44035	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	07/29/2013	Closed with explanation	Yes	Yes
Web	07/26/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with explanation	Yes	Yes
Referral	07/25/2013	Closed with explanation	Yes	No
Phone	08/15/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with non-monetary relief	Yes	Yes
Web	07/24/2013	Closed with explanation	Yes	No
Referral	08/09/2013	Closed with monetary relief	Yes	No
Referral	07/25/2013	Closed with monetary relief	Yes	No
Phone	08/14/2013	Closed with explanation	Yes	No
Referral	07/25/2013	Closed with explanation	Yes	No
Phone	08/08/2013	Closed with explanation	Yes	Yes
Phone	08/14/2013	Closed	Yes	Yes
Referral	08/06/2013	Closed	Yes	No
Referral	08/15/2013	Closed with monetary relief	Yes	No
Referral	07/26/2013	Closed with explanation	Yes	No
Web	07/25/2013	Closed with monetary relief	Yes	No
Phone	08/14/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

465832

465962

465862

465868

483016

483006

464973

489177

475005

464803

483044

475395

491670

464992

482979

491687

466935

489488

466993

480768

489277

Bank Account or Service Complaints

Based on Consumer Complaints

07/24/2013	Bank account or service	Savings account
08/13/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	(CD) Certificate of deposit
07/25/2013	Bank account or service	Checking account
08/07/2013	Bank account or service	Checking account
08/01/2013	Bank account or service	Checking account
07/25/2013	Bank account or service	Checking account
08/21/2013	Bank account or service	Checking account
08/21/2013	Bank account or service	Savings account
08/13/2013	Bank account or service	Checking account
07/25/2013	Bank account or service	Checking account
08/21/2013	Bank account or service	Checking account
08/21/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	Checking account
08/13/2013	Bank account or service	Other bank product/service
08/08/2013	Bank account or service	Checking account
07/25/2013	Bank account or service	Savings account
08/21/2013	Bank account or service	Savings account
07/26/2013	Bank account or service	Checking account
08/01/2013	Bank account or service	Checking account
07/26/2013	Bank account or service	Other bank product/service
08/01/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of the West	CA	95465		N/A
Citibank	TX	77573		N/A
Bank of America	CA	92014		N/A
Bank of America	CA	92111	Older American	N/A
Bank of America	TX	77068		N/A
JPMorgan Chase & Co.	TX	75217		N/A
BB&T Financial	VA	22033		N/A
JPMorgan Chase & Co.	NY	10473	Older American	N/A
JPMorgan Chase & Co.	CA	90710		N/A
Bank of America	CA	92708		N/A
U.S. Bancorp	OH	45240		N/A
Bank of America	GA	30021		N/A
BankUnited	FL	33314		N/A
Morgan Stanley	NV	89003		N/A
Santander Bank US	NJ	08759		N/A
Bank of America	TX	75217		N/A
Capital One	NY	11020	Older American	N/A
Bank of America	CT	06027		N/A
Bank of America	CO	80221		N/A
JPMorgan Chase & Co.	FL	33334		N/A
PayPal Holdings, Inc.	MN	55433	Older American	N/A
Wells Fargo & Company	FL	32931		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	07/25/2013	Closed with monetary relief	Yes	Yes
Referral	08/15/2013	Closed with explanation	Yes	No
Web	08/09/2013	Closed with explanation	Yes	Yes
Web	07/26/2013	Closed with monetary relief	Yes	No
Web	08/09/2013	Closed with monetary relief	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	Yes	Yes
Phone	08/22/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Web	08/14/2013	Closed with explanation	Yes	No
Referral	07/26/2013	Closed with monetary relief	Yes	Yes
Web	08/23/2013	Closed with explanation	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	Yes
Web	08/15/2013	Closed with explanation	Yes	No
Web	08/15/2013	Closed	Yes	No
Web	08/12/2013	Closed with explanation	Yes	No
Web	07/26/2013	Closed with explanation	Yes	Yes
Referral	08/22/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	No
Referral	08/01/2013	Closed with explanation	Yes	No
Referral	08/06/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

465562

489470

483051

466237

483067

472576

466301

499462

499465

491410

466381

499514

499258

491222

489383

483361

480777

499554

467176

472031

462589

475066

Bank Account or Service Complaints

Based on Consumer Complaints

08/14/2013	Bank account or service	Checking account
08/14/2013	Bank account or service	Checking account
08/14/2013	Bank account or service	Checking account
07/25/2013	Bank account or service	Savings account
08/01/2013	Bank account or service	Checking account
08/14/2013	Bank account or service	Checking account
08/14/2013	Bank account or service	Checking account
08/01/2013	Bank account or service	Checking account
08/21/2013	Bank account or service	Checking account
08/01/2013	Bank account or service	Checking account
08/14/2013	Bank account or service	(CD) Certificate of deposit
08/14/2013	Bank account or service	(CD) Certificate of deposit
08/21/2013	Bank account or service	Checking account
08/14/2013	Bank account or service	Checking account
08/14/2013	Bank account or service	Checking account
08/01/2013	Bank account or service	Other bank product/service
07/26/2013	Bank account or service	Checking account
07/26/2013	Bank account or service	Other bank product/service
08/01/2013	Bank account or service	Checking account
08/08/2013	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

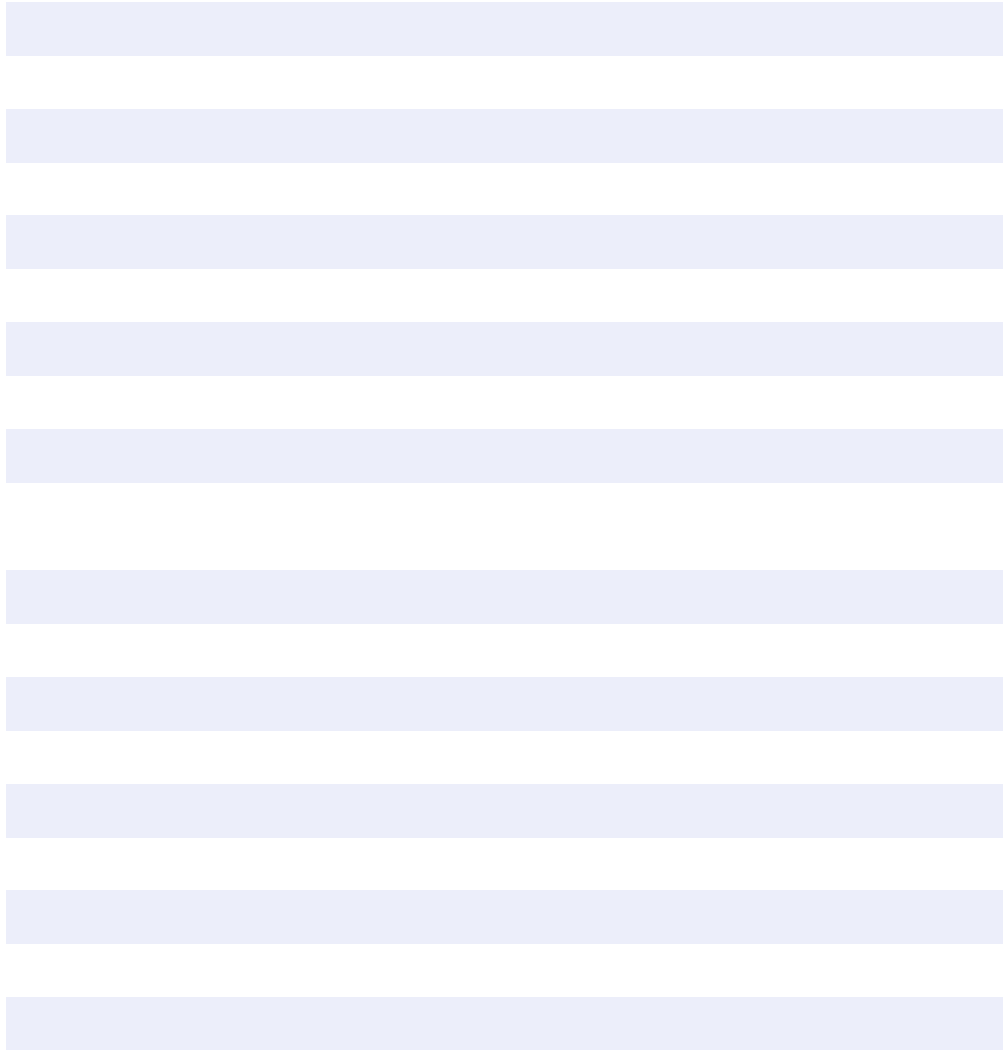
Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	NE	68516		N/A
Fifth Third Financial Corporation	MI	49685		N/A
TD Bank US Holding Company	FL	33012		N/A
BNY Mellon	WI	53218		N/A
Bank of America	CA	92833		N/A
Citibank	NY	10457		N/A
Wells Fargo & Company	TX	77449		N/A
Bank of America	RI	02874		N/A
Ally Financial Inc.	CA	94002		N/A
Bank of America	CA	54020		N/A
TCF National Bank	IL	60151	Older American, Servicemember	N/A
Bank of America	TX	75082		N/A
Bank of America	FL	33196	Older American	N/A
BMO Harris	MN	55076		N/A
The Huntington National Bank	OH	43207	Servicemember	N/A
Bank of America	AL	36532		N/A
JPMorgan Chase & Co.	TX	75070		N/A
Synchrony Financial	NC	28328		N/A
JPMorgan Chase & Co.	CA	92129		N/A
First American Mitigators, PLLC.	MI	48223		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	08/15/2013	Closed with monetary relief	Yes	No
Referral	08/15/2013	Closed with monetary relief	Yes	No
Referral	08/15/2013	Closed with monetary relief	Yes	No
Referral	07/29/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	No
Referral	08/15/2013	Closed with explanation	Yes	No
Web	08/15/2013	Closed with explanation	Yes	No
Web	08/05/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Phone	08/06/2013	Closed with monetary relief	Yes	No
Phone	08/16/2013	Closed with explanation	Yes	No
Web	08/16/2013	Closed with monetary relief	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Referral	08/16/2013	Closed with explanation	Yes	No
Phone	08/16/2013	Closed with explanation	Yes	No
Referral	08/07/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with monetary relief	Yes	No
Postal mail	08/01/2013	Closed with explanation	Yes	Yes
Web	08/05/2013	Closed with explanation	Yes	No
Web	08/13/2013	Untimely response	No	

Bank Account or Service Complaints

Based on Consumer Complaints

489515

489519

488797

467555

473086

489541

489460

472081

499598

472112

489485

489023

499603

489563

489498

472729

474878

480284

454526

482784

Bank Account or Service Complaints

Based on Consumer Complaints

08/21/2013	Bank account or service	Checking account
07/25/2013	Bank account or service	Checking account
08/08/2013	Bank account or service	Checking account
08/21/2013	Bank account or service	Checking account
08/21/2013	Bank account or service	Savings account
08/01/2013	Bank account or service	Checking account
07/26/2013	Bank account or service	(CD) Certificate of deposit
08/14/2013	Bank account or service	Other bank product/service
08/14/2013	Bank account or service	Checking account
08/01/2013	Bank account or service	Other bank product/service
08/14/2013	Bank account or service	Checking account
08/21/2013	Bank account or service	Checking account
08/08/2013	Bank account or service	Checking account
08/02/2013	Bank account or service	Other bank product/service
08/21/2013	Bank account or service	Checking account
08/02/2013	Bank account or service	Checking account
07/26/2013	Bank account or service	Checking account
07/26/2013	Bank account or service	Other bank product/service
08/21/2013	Bank account or service	Checking account
08/02/2013	Bank account or service	Checking account
07/26/2013	Bank account or service	Checking account
08/02/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Making/receiving payments, sending money

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

Using a debit or ATM card

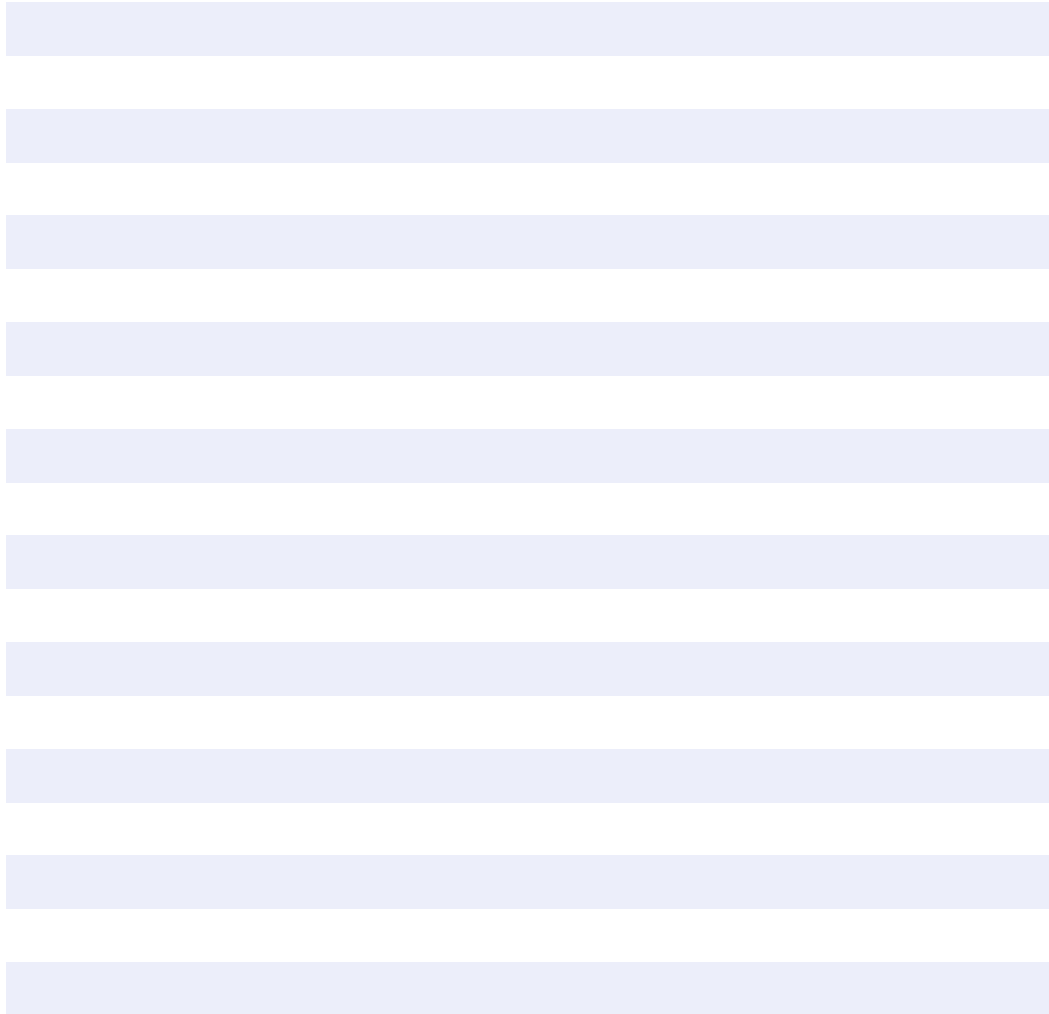
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Regions Financial Corporation	GA	30058	N/A
Astoria Bank	NY	11951	N/A
BB&T Financial	NC	27344	N/A
Wells Fargo & Company	TX	78130	N/A
Citibank	CA	93401	N/A
Bank of America	GA	30305	N/A
Citizens Financial Group, Inc.	MA	02126	N/A
PayPal Holdings, Inc.	VA	23417	N/A
TD Bank US Holding Company	NH	03461	N/A
New York Community Bank	NJ	07002	N/A
Wells Fargo & Company	NV	89169	N/A
JPMorgan Chase & Co.	MA	02215	N/A
JPMorgan Chase & Co.	CA	95403	N/A
Wells Fargo & Company	CA	92706	N/A
Bank of America	FL	32809	N/A
Capital One	LA	70004	N/A
FirstMerit Bank	MI	48642	N/A
Citibank	GA	30331	N/A
JPMorgan Chase & Co.	WI	53719	N/A
BB&T Financial	AL	35215	N/A
Bank of America	VA	24128	N/A
Bank of America	FL	33308	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	08/22/2013	Closed	Yes	No
Phone	07/29/2013	Closed with explanation	Yes	No
Web	08/12/2013	Closed with explanation	Yes	Yes
Phone	08/22/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with non-monetary relief	Yes	No
Web	08/05/2013	Closed with monetary relief	Yes	No
Phone	07/29/2013	Closed with explanation	Yes	Yes
Web	08/15/2013	Closed with non-monetary relief	Yes	No
Referral	08/16/2013	Closed with monetary relief	Yes	No
Referral	08/07/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with monetary relief	Yes	No
Web	08/26/2013	Closed with monetary relief	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with monetary relief	Yes	No
Web	08/22/2013	Closed with explanation	Yes	No
Web	08/05/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with monetary relief	Yes	No
Web	08/01/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	No
Postal mail	08/05/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

499654

466989

483735

499673

500439

472350

467572

489680

489581

472377

489585

499715

484481

472434

499732

472482

467736

467753

499749

472504

467815

479588

Bank Account or Service Complaints

Based on Consumer Complaints

07/26/2013	Bank account or service	Checking account
08/14/2013	Bank account or service	Checking account
08/14/2013	Bank account or service	Checking account
08/14/2013	Bank account or service	Checking account
07/26/2013	Bank account or service	Checking account
08/22/2013	Bank account or service	Checking account
08/03/2013	Bank account or service	Checking account
08/08/2013	Bank account or service	Checking account
08/03/2013	Bank account or service	Checking account
08/03/2013	Bank account or service	Checking account
08/08/2013	Bank account or service	Checking account
08/15/2013	Bank account or service	Checking account
08/22/2013	Bank account or service	Checking account
08/09/2013	Bank account or service	Checking account
07/26/2013	Bank account or service	Other bank product/service
08/02/2013	Bank account or service	Checking account
08/05/2013	Bank account or service	Checking account
08/09/2013	Bank account or service	Checking account
08/22/2013	Bank account or service	Checking account
07/26/2013	Bank account or service	Checking account
08/15/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Using a debit or ATM card

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

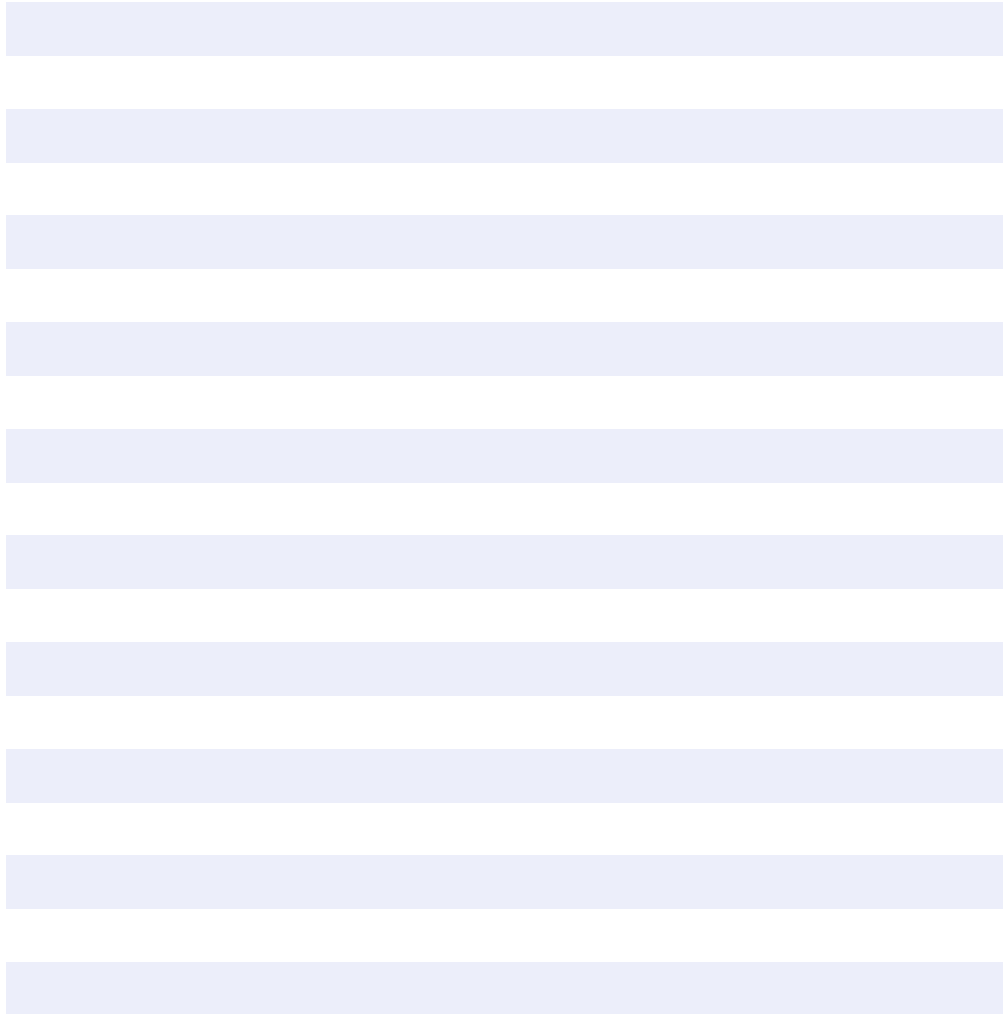
Problems caused by my funds being low

Problems caused by my funds being low

Deposits and withdrawals

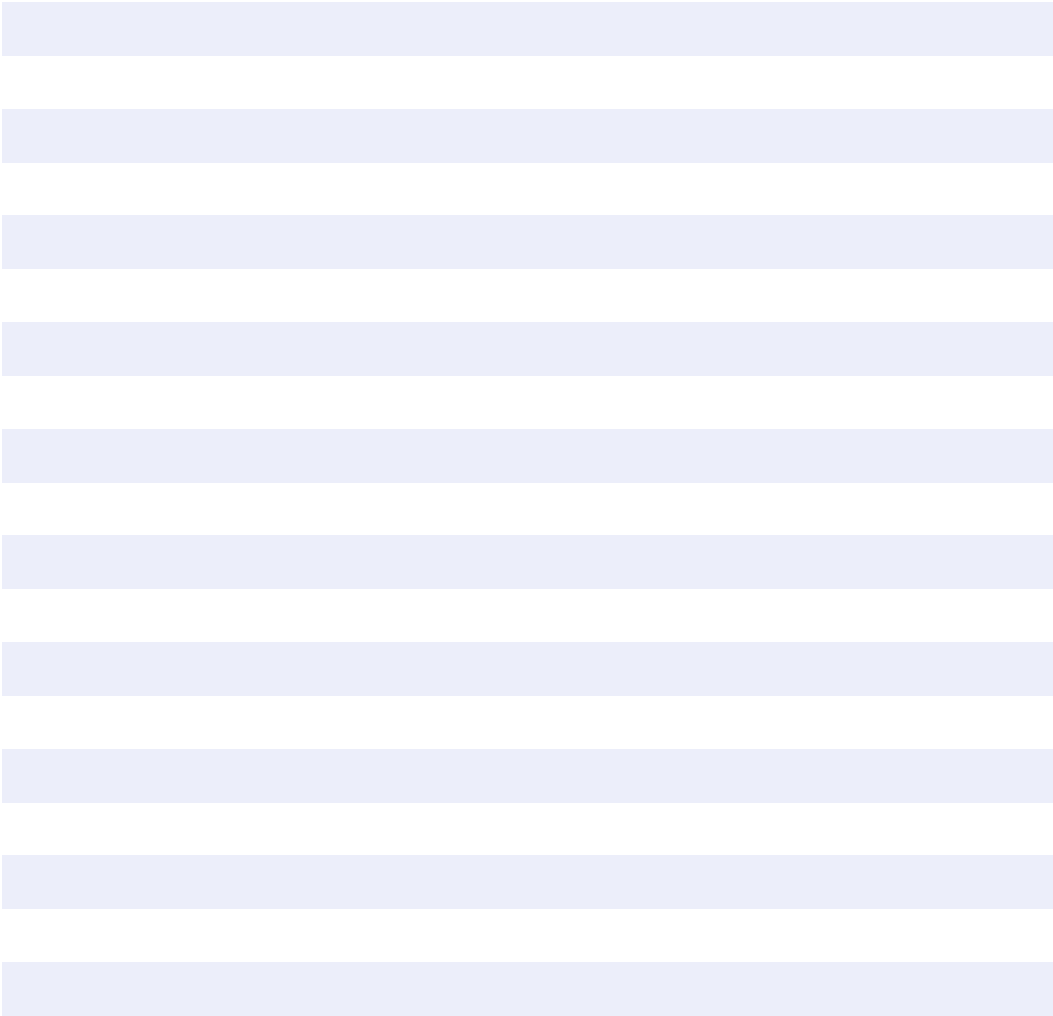
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Comerica	MI	48227		N/A
Fifth Third Financial Corporation	OH	44129		N/A
Santander Bank US	NJ	08840		N/A
People's United Bank	CT	06608		N/A
SunTrust Banks, Inc.	FL	32084	Servicemember	N/A
JPMorgan Chase & Co.	AZ	85035		N/A
Bank of America	MD	21201	Older American	N/A
BB&T Financial	FL	33040		N/A
BMO Harris	MO	63130		N/A
JPMorgan Chase & Co.	FL	32824		N/A
Navy FCU	VA	22044		N/A
Citibank	CA	90712		N/A
Bank of America	TX	77081	Servicemember	N/A
Wells Fargo & Company	TX	77449	Servicemember	N/A
Wells Fargo & Company	CA	94931		N/A
Citibank	NY	11566		N/A
Bank of America	TN	38016		N/A
Citibank	IL	60643		N/A
Bank of America	CA	92832		N/A
PNC Bank N.A.	IL	60091		N/A
Bank of America	MI	48205		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	07/29/2013	Closed with explanation	Yes	No
Web	08/16/2013	Closed with explanation	Yes	Yes
Referral	08/16/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	No
Fax	08/22/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with monetary relief	Yes	Yes
Web	08/12/2013	Closed with explanation	Yes	No
Fax	08/07/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with monetary relief	Yes	No
Phone	08/12/2013	Closed with explanation	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Phone	08/22/2013	Closed with explanation	Yes	Yes
Web	08/12/2013	Closed with explanation	Yes	No
Phone	08/01/2013	Closed with explanation	Yes	No
Referral	08/05/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with monetary relief	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with monetary relief	Yes	No
Referral	07/30/2013	Closed with explanation	Yes	No
Postal mail	08/21/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

459509

489775

489785

489807

468014

499877

473523

484130

473539

473593

484178

490420

499960

485135

468190

472861

479392

485184

500017

468256

489969

Bank Account or Service Complaints

Based on Consumer Complaints

08/05/2013	Bank account or service	Other bank product/service
08/22/2013	Bank account or service	Savings account
08/09/2013	Bank account or service	Checking account
08/15/2013	Bank account or service	Other bank product/service
07/27/2013	Bank account or service	Checking account
08/02/2013	Bank account or service	(CD) Certificate of deposit
08/05/2013	Bank account or service	Savings account
07/27/2013	Bank account or service	Checking account
08/22/2013	Bank account or service	Checking account
08/15/2013	Bank account or service	Checking account
08/02/2013	Bank account or service	Other bank product/service
08/02/2013	Bank account or service	Checking account
08/15/2013	Bank account or service	(CD) Certificate of deposit
08/09/2013	Bank account or service	Checking account
08/23/2013	Bank account or service	Checking account
08/15/2013	Bank account or service	Checking account
08/22/2013	Bank account or service	Savings account
08/02/2013	Bank account or service	Checking account
08/23/2013	Bank account or service	Checking account
08/15/2013	Bank account or service	Checking account
08/15/2013	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Citibank	CA	95437	Older American	N/A
Wells Fargo & Company	FL	33164		N/A
GC Services Limited Partnership	WA	98148		N/A
Citibank	NY	10472		N/A
Wells Fargo & Company	NC	27545		N/A
Citibank	CA	90303		N/A
Bank of America	TN	37221		N/A
Regions Financial Corporation	AL	35244		N/A
TCF National Bank	MN	55016		N/A
SunTrust Banks, Inc.	GA	31763	Servicemember	N/A
Capital One	CA	96130		N/A
JPMorgan Chase & Co.	NJ	07305		N/A
Citibank	NY	10465		N/A
SunTrust Banks, Inc.	VA	23231		N/A
TD Bank US Holding Company	MD	20708		N/A
Bank of America	GA	30038		N/A
Wells Fargo & Company	NC	27705		N/A
Wells Fargo & Company	SC	29681		N/A
Regions Financial Corporation	FL	32506		N/A
Citibank	CA	94541		N/A
Bank of the West	CA	94602		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	08/08/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Fax	08/12/2013	Closed with non-monetary relief	Yes	No
Postal mail	08/19/2013	Closed with explanation	Yes	No
Web	07/29/2013	Closed with explanation	Yes	Yes
Fax	08/05/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with monetary relief	Yes	No
Web	07/29/2013	Closed	Yes	Yes
Web	08/26/2013	Closed with monetary relief	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Phone	08/08/2013	Closed with explanation	Yes	No
Phone	08/07/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Referral	08/12/2013	Closed with non-monetary relief	Yes	No
Web	08/29/2013	Closed with monetary relief	Yes	No
Fax	08/19/2013	Closed with explanation	Yes	Yes
Phone	08/23/2013	Closed with explanation	Yes	No
Referral	08/07/2013	Closed with explanation	Yes	Yes
Referral	08/26/2013	Closed	Yes	No
Referral	08/16/2013	Closed with explanation	Yes	No
Referral	08/19/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

480397

500726

484659

490049

468317

461410

467715

474938

499318

490652

472992

475026

488808

485707

502074

490204

500220

473567

503476

490248

490251

Bank Account or Service Complaints

Based on Consumer Complaints

08/15/2013	Bank account or service	Checking account
08/02/2013	Bank account or service	(CD) Certificate of deposit
08/15/2013	Bank account or service	Checking account
08/09/2013	Bank account or service	Checking account
08/23/2013	Bank account or service	Checking account
08/23/2013	Bank account or service	Checking account
08/22/2013	Bank account or service	Checking account
08/09/2013	Bank account or service	Savings account
08/23/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
08/22/2013	Bank account or service	Checking account
08/09/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Checking account
08/02/2013	Bank account or service	Savings account
08/09/2013	Bank account or service	Checking account
08/09/2013	Bank account or service	Checking account
08/22/2013	Bank account or service	Checking account
08/22/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Using a debit or ATM card

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	TX	75024		N/A
Bank of America	NH	03842	Older American	N/A
Bank of America	CA	93035		N/A
JPMorgan Chase & Co.	CA	94103		N/A
TD Bank US Holding Company	VA	22302		N/A
JPMorgan Chase & Co.	MI	48066	Older American	N/A
Citizens Financial Group, Inc.	PA	17011		N/A
Ally Financial Inc.	CA	92704		N/A
TD Bank US Holding Company	NJ	08346		N/A
Bank of America	AZ	85041		N/A
JPMorgan Chase & Co.	CO	80012		N/A
USAA Savings	TX	77388		N/A
Wells Fargo & Company	MN	55437		N/A
Astoria Bank	NY	10502		N/A
Bank of America	MA	01223		N/A
Citibank	NY	11213		N/A
Bank of America	NM	87123		N/A
SunTrust Banks, Inc.	GA	30752	Servicemember	N/A
JPMorgan Chase & Co.	CA	94531		N/A
The Huntington National Bank	OH	43110		N/A
First Tennessee Bank	VA	24201		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	08/19/2013	Closed with monetary relief	Yes	No
Phone	08/07/2013	Closed with explanation	Yes	Yes
Referral	08/19/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	Yes
Web	08/23/2013	Closed with explanation	Yes	Yes
Phone	08/26/2013	Closed with explanation	Yes	Yes
Web	08/23/2013	Closed with monetary relief	Yes	No
Referral	08/12/2013	Closed with explanation	Yes	No
Web	08/23/2013	Closed with monetary relief	Yes	No
Referral	07/30/2013	Closed with non-monetary relief	Yes	No
Referral	08/23/2013	Closed	Yes	Yes
Referral	08/14/2013	Closed with monetary relief	Yes	No
Phone	07/30/2013	Closed with explanation	Yes	Yes
Referral	07/30/2013	Closed with non-monetary relief	Yes	No
Referral	07/30/2013	Closed with explanation	Yes	No
Referral	07/30/2013	Closed with monetary relief	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Phone	08/14/2013	Closed with explanation	Yes	Yes
Phone	08/22/2013	Closed with explanation	Yes	Yes
Web	08/23/2013	Closed with monetary relief	Yes	No
Referral	08/26/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

490255

473120

490272

485088

502178

501405

500330

486339

502267

468848

501086

486322

468646

480555

468994

468886

473313

485975

485839

500484

501091

Bank Account or Service Complaints

Based on Consumer Complaints

08/22/2013	Bank account or service	Checking account
08/03/2013	Bank account or service	Checking account
08/03/2013	Bank account or service	Savings account
08/15/2013	Bank account or service	Checking account
08/23/2013	Bank account or service	Checking account
07/29/2013	Bank account or service	Savings account
08/15/2013	Bank account or service	Checking account
08/15/2013	Bank account or service	Other bank product/service
08/15/2013	Bank account or service	Other bank product/service
08/15/2013	Bank account or service	Other bank product/service
08/05/2013	Bank account or service	Checking account
08/29/2013	Bank account or service	Other bank product/service
08/05/2013	Bank account or service	Checking account
08/23/2013	Bank account or service	Checking account
08/10/2013	Bank account or service	Checking account
08/10/2013	Bank account or service	Checking account
08/16/2013	Bank account or service	Checking account
08/29/2013	Bank account or service	Checking account
08/16/2013	Bank account or service	Checking account
08/16/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Deposits and withdrawals

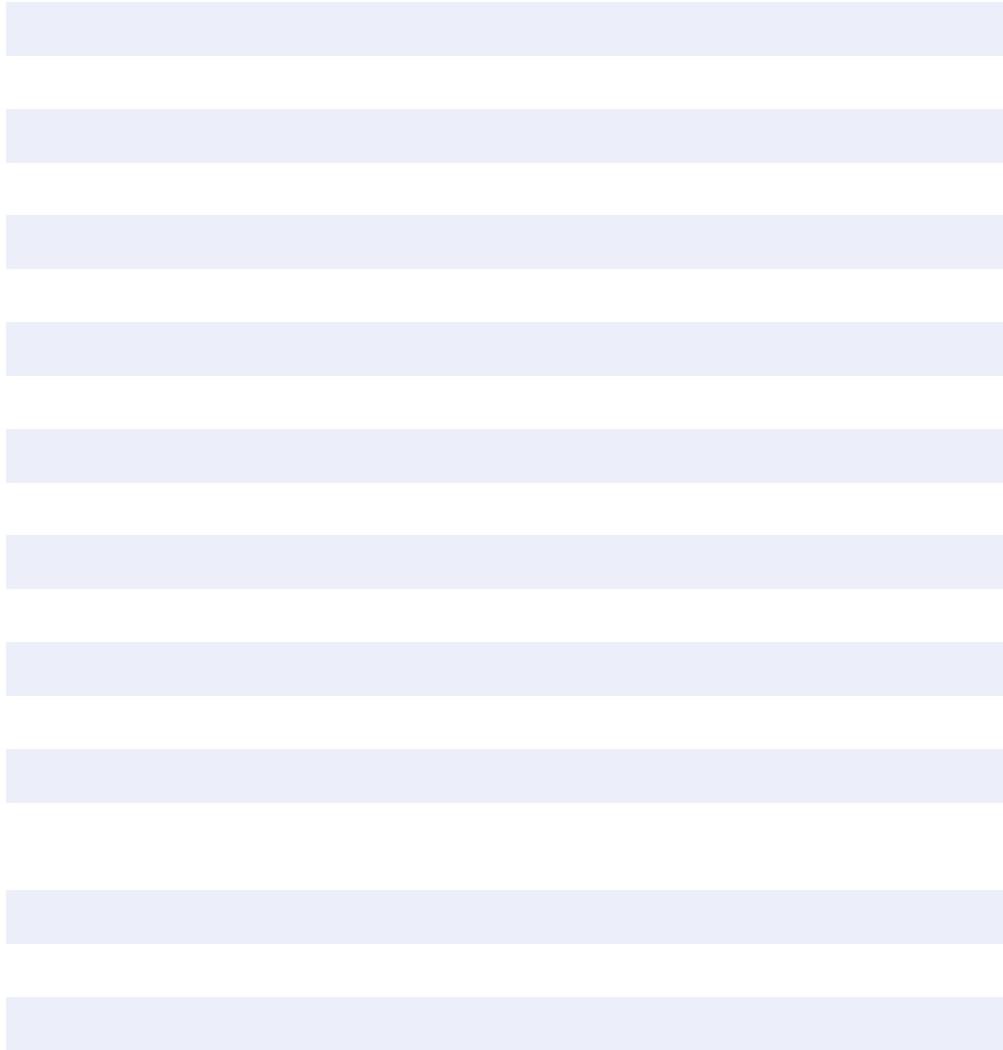
Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

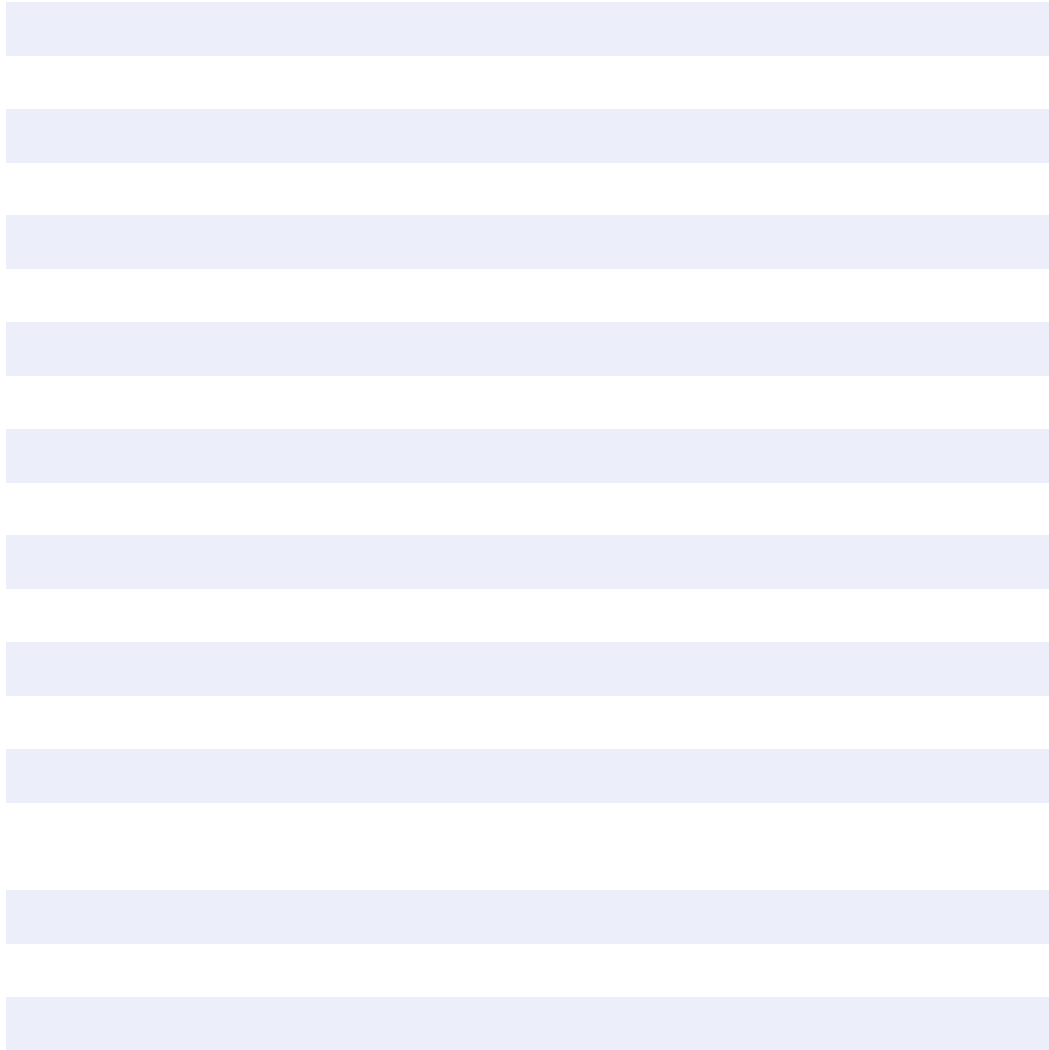
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	CA	92336		N/A
Fidelity National Information Services, Inc. (FNIS)	CA	94104		N/A
UBS Bank	OR	97203		N/A
Bank of America	FL	33351		N/A
Regions Financial Corporation	FL	32465		N/A
JPMorgan Chase & Co.	SD	57301		N/A
Wells Fargo & Company	AZ	85711	Older American	N/A
U.S. Bancorp	CA	92262		N/A
Wells Fargo & Company	FL	32224		N/A
U.S. Bancorp	CA	92024		N/A
Bank of America	CA	90026		N/A
Resurgent Capital Services L.P.	TX	76109		N/A
Ally Financial Inc.	CA	94123		N/A
First National Bank of Omaha	CO	80047		N/A
Wells Fargo & Company	FL	34119		N/A
Wells Fargo & Company	TN	37135		N/A
M&T Bank Corporation	DE	19713	Older American, Servicemember	N/A
SunTrust Banks, Inc.	FL	32209		N/A
HSBC North America Holdings Inc.			Older American	N/A
Fifth Third Financial Corporation	IL	60451		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	08/26/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed	Yes	No
Phone	08/16/2013	Closed with monetary relief	Yes	No
Referral	08/26/2013	Closed	Yes	No
Referral	07/31/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	No
Referral	08/08/2013	Closed with monetary relief	Yes	No
Postal mail	08/29/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with non-monetary relief	Yes	No
Referral	08/26/2013	Closed with explanation	Yes	No
Postal mail	08/12/2013	Closed with explanation	Yes	Yes
Web	08/13/2013	Closed with explanation	Yes	No
Phone	08/19/2013	Closed with explanation	Yes	No
Phone	08/30/2013	Closed with monetary relief	Yes	No
Web	08/16/2013	Closed with explanation	No	
Web	08/19/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

501092

468902

473429

490608

503766

469083

490671

490709

490732

490734

474663

508573

474527

503723

486396

484744

493666

508963

493484

493637

Bank Account or Service Complaints

Based on Consumer Complaints

08/16/2013	Bank account or service	Other bank product/service
08/11/2013	Bank account or service	Checking account
08/11/2013	Bank account or service	Checking account
08/16/2013	Bank account or service	Checking account
08/16/2013	Bank account or service	Savings account
08/16/2013	Bank account or service	Checking account
08/16/2013	Bank account or service	Other bank product/service
08/23/2013	Bank account or service	Other bank product/service
08/05/2013	Bank account or service	Checking account
08/23/2013	Bank account or service	Checking account
08/12/2013	Bank account or service	Checking account
08/12/2013	Bank account or service	Checking account
08/12/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Checking account
08/06/2013	Bank account or service	Checking account
08/06/2013	Bank account or service	Checking account
08/06/2013	Bank account or service	Checking account
08/16/2013	Bank account or service	Savings account
08/23/2013	Bank account or service	Checking account
08/06/2013	Bank account or service	Checking account
08/29/2013	Bank account or service	Other bank product/service
08/06/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Using a debit or ATM card

Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

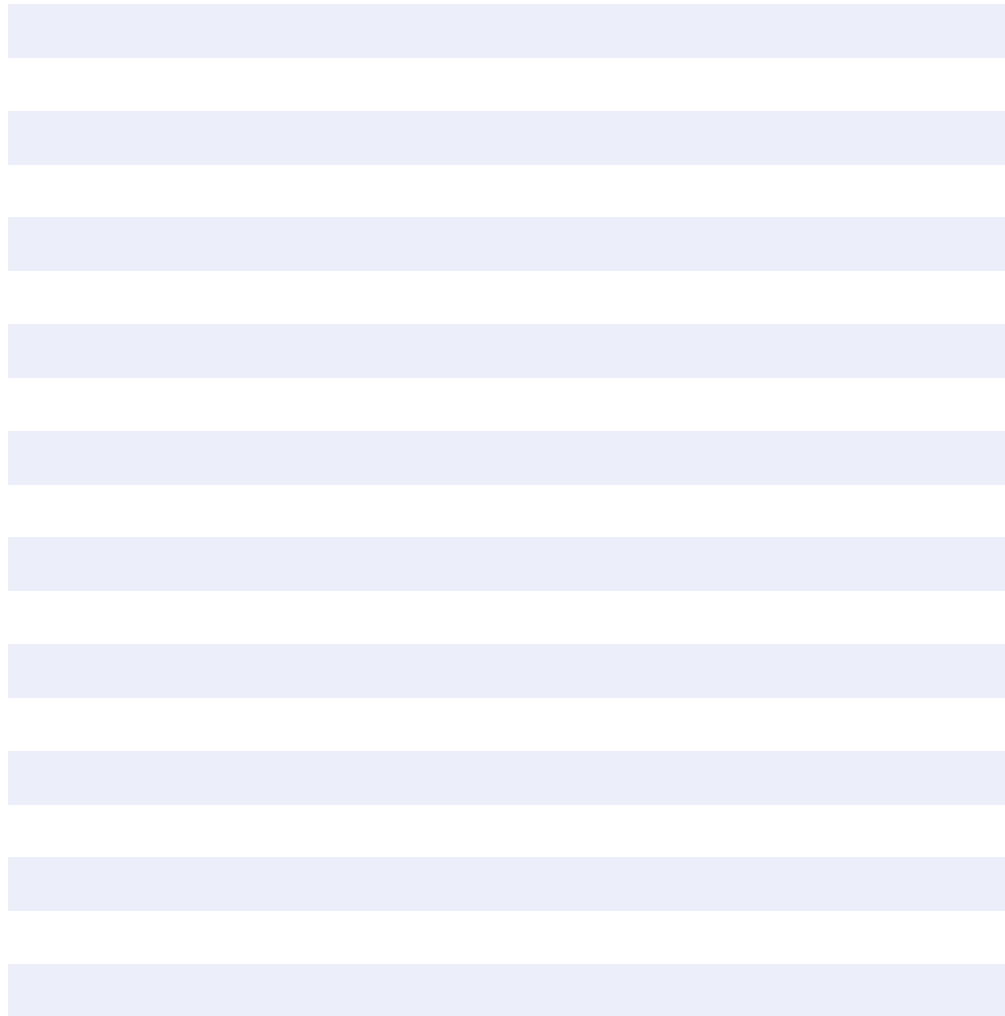
Making/receiving payments, sending money

Deposits and withdrawals

Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

FirstMerit Bank	IL	60707		N/A
Bank of America	NV	89108		N/A
Astoria Bank	NY	11102		N/A
Santander Bank US	MA	02703		N/A
Wells Fargo & Company	TX	77024		N/A
Citibank	IL	60515		N/A
BNY Mellon	MA	02779		N/A
Deutsche Bank	NY	12522		N/A
SunTrust Banks, Inc.	FL	32164		N/A
Capital One	NY	11501		N/A
Wells Fargo & Company	CA	91331		N/A
Bank of America	MA	02301		N/A
PNC Bank N.A.	IN	46151		N/A
The Huntington National Bank	OH	43119		N/A
JPMorgan Chase & Co.	FL	34639	Servicemember	N/A
JPMorgan Chase & Co.	NY	10023		N/A
U.S. Bancorp	CA	91331		N/A
First Citizens	IL	60556		N/A
Quicken Loans	NJ	08069		N/A
U.S. Bancorp	CA	95949		N/A
Bank of America	NV	89032		N/A
Bank of America	MA	02145		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	08/20/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	08/14/2013	Closed with explanation	Yes	No
Phone	08/19/2013	Closed with monetary relief	Yes	No
Web	08/19/2013	Closed with explanation	Yes	Yes
Referral	08/19/2013	Closed with explanation	Yes	No
Referral	10/18/2013	Closed with explanation	Yes	No
Web	08/28/2013	Closed	No	
Web	08/08/2013	Closed with monetary relief	Yes	No
Phone	08/30/2013	Closed with explanation	Yes	Yes
Web	08/14/2013	Closed with explanation	Yes	Yes
Fax	08/14/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with monetary relief	Yes	No
Referral	09/06/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	No
Web	08/07/2013	Closed with explanation	Yes	Yes
Web	08/07/2013	Closed with monetary relief	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	No
Web	08/08/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with non-monetary relief	Yes	No
Phone	08/22/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

494715

486492

486495

493749

493518

493520

493779

502968

475413

502050

487109

487225

487265

515372

481062

481164

481165

494011

508246

481064

509211

481188

Bank Account or Service Complaints

Based on Consumer Complaints

08/29/2013	Bank account or service	Checking account
08/06/2013	Bank account or service	Savings account
08/29/2013	Bank account or service	Checking account
08/12/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Checking account
08/23/2013	Bank account or service	Cashing a check without an account
08/29/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Cashing a check without an account
08/16/2013	Bank account or service	Cashing a check without an account
08/24/2013	Bank account or service	Checking account
08/24/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Savings account
08/16/2013	Bank account or service	Savings account
08/12/2013	Bank account or service	Savings account
08/24/2013	Bank account or service	Checking account
08/24/2013	Bank account or service	Checking account
08/12/2013	Bank account or service	Checking account
08/06/2013	Bank account or service	Checking account
08/06/2013	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

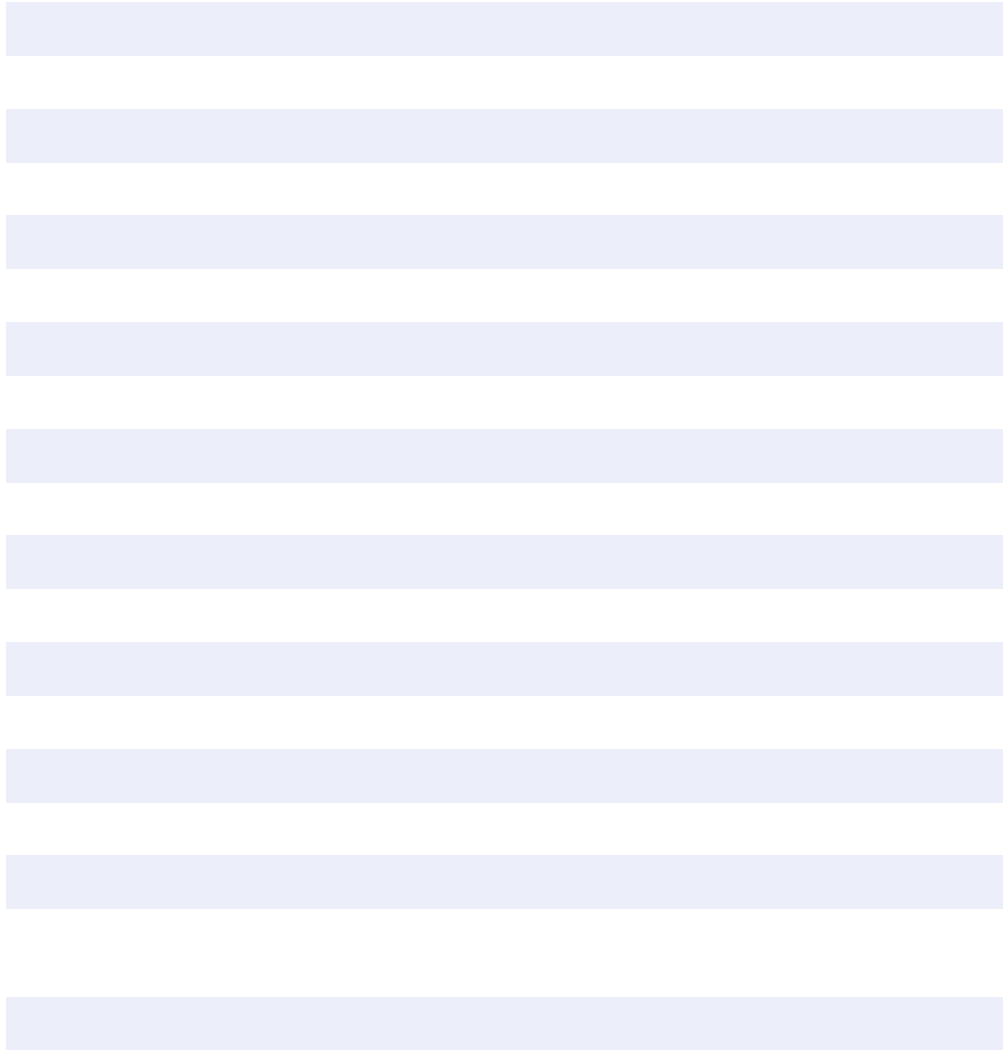
Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

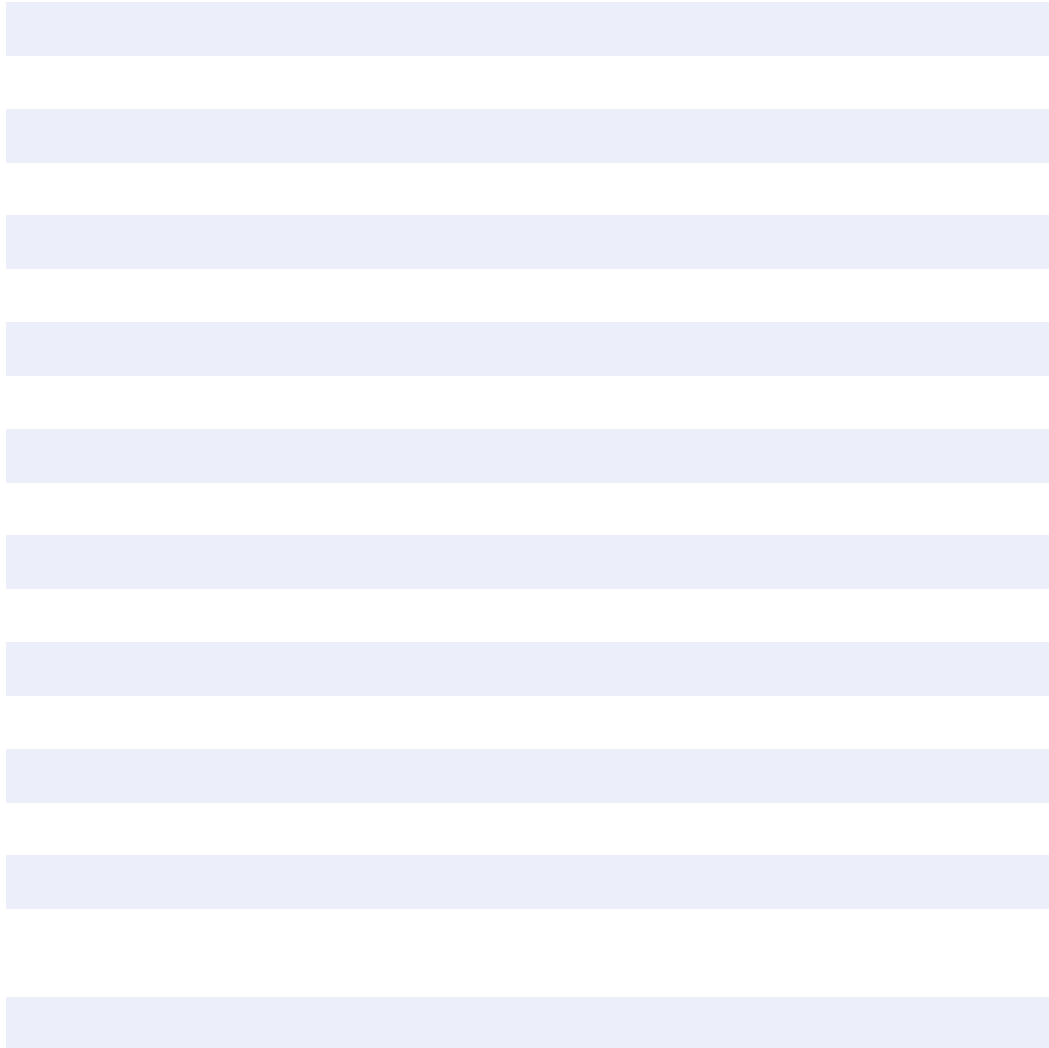
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Santander Bank US	NY	10308		N/A
Bank of America	MD	21703		N/A
Bank of America	CA	91362		N/A
SunTrust Banks, Inc.	FL	33009		N/A
Bank of America	NC	28328		N/A
JPMorgan Chase & Co.	AK	99801	Servicemember	N/A
Wells Fargo & Company	FL	33102	Older American	N/A
Regions Financial Corporation	FL	33014		N/A
Wells Fargo & Company	CA	95319		N/A
PNC Bank N.A.	PA	15139	Older American	N/A
TD Bank US Holding Company	SC	29662		N/A
Santander Bank US	NJ	08722		N/A
TD Bank US Holding Company	NJ	08223		N/A
Bank of America	RI	02864		N/A
Wells Fargo & Company	NC	27560		N/A
Santander Bank US	MA	02538		N/A
Wells Fargo & Company	UT	84058		N/A
JPMorgan Chase & Co.	CA	90813		N/A
PNC Bank N.A.	NJ	08107	Older American, Servicemember	N/A
Wells Fargo & Company	NC	28208	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	08/30/2013	Closed	Yes	No
Postal mail	08/07/2013	Closed with monetary relief	Yes	No
Phone	08/29/2013	Closed with non-monetary relief	Yes	No
Phone	08/13/2013	Closed with explanation	Yes	No
Phone	09/18/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Phone	08/30/2013	Closed with non-monetary relief	Yes	Yes
Web	09/06/2013	Closed with monetary relief	Yes	No
Postal mail	09/06/2013	Closed with explanation	Yes	Yes
Phone	08/19/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Referral	08/20/2013	Closed with explanation	Yes	No
Web	08/13/2013	Closed with explanation	Yes	Yes
Postal mail	08/26/2013	Closed with monetary relief	Yes	No
Postal mail	08/26/2013	Closed with explanation	Yes	No
Referral	08/13/2013	Closed with monetary relief	Yes	No
Phone	08/12/2013	Closed with non-monetary relief	Yes	Yes
Phone	08/12/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

509272

481186

508454

487333

515125

501730

509316

516276

516312

494171

503304

503307

516334

494193

487458

503367

503401

488010

481430

481465

Bank Account or Service Complaints

Based on Consumer Complaints

08/29/2013	Bank account or service	Savings account
08/16/2013	Bank account or service	Checking account
09/11/2013	Bank account or service	Checking account
08/12/2013	Bank account or service	Checking account
08/12/2013	Bank account or service	Savings account
08/24/2013	Bank account or service	Checking account
09/11/2013	Bank account or service	(CD) Certificate of deposit
08/12/2013	Bank account or service	Checking account
08/17/2013	Bank account or service	Other bank product/service
09/05/2013	Bank account or service	Other bank product/service
09/05/2013	Bank account or service	Checking account
08/25/2013	Bank account or service	Checking account
09/06/2013	Bank account or service	Checking account
09/06/2013	Bank account or service	Checking account
08/12/2013	Bank account or service	Savings account
08/30/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	(CD) Certificate of deposit
09/11/2013	Bank account or service	Other bank product/service
09/06/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Making/receiving payments, sending money

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

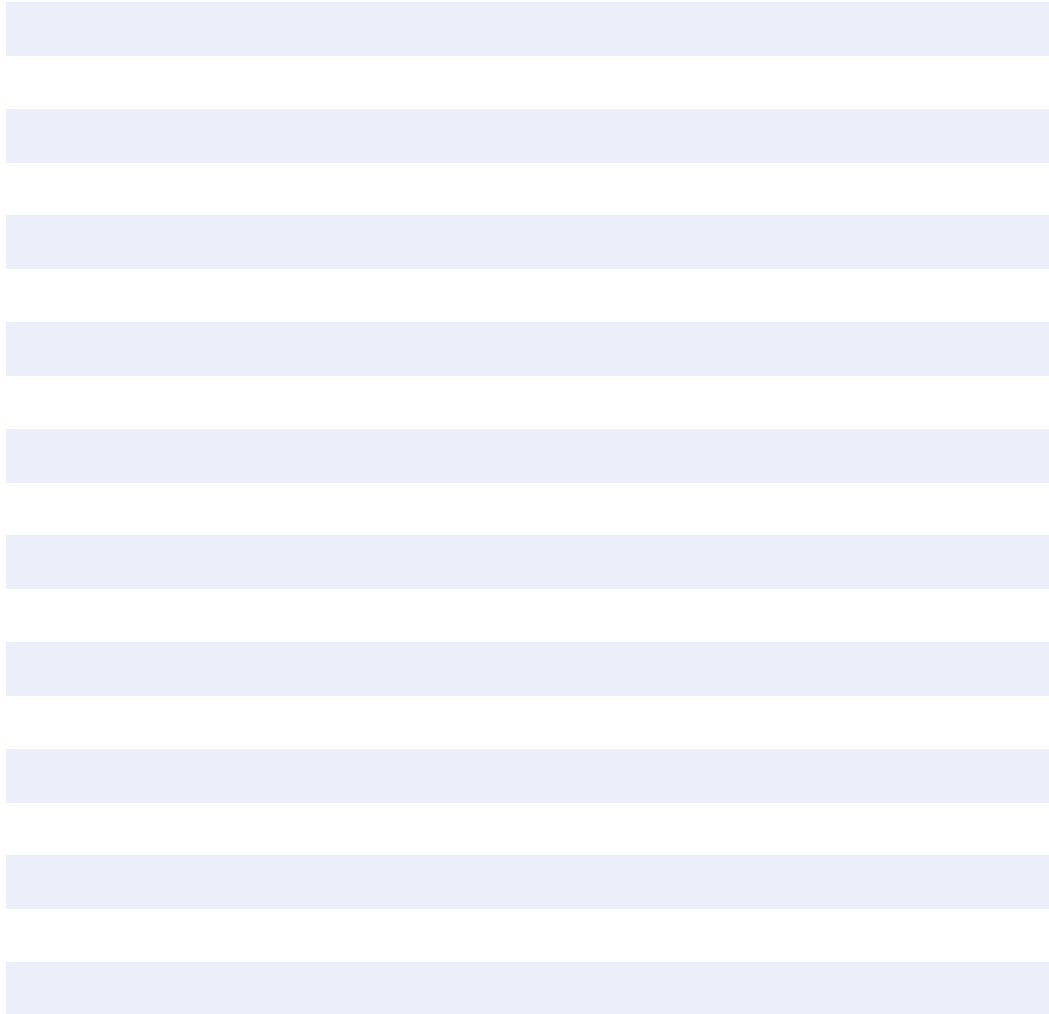
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Fifth Third Financial Corporation	IL	60402		N/A
Capital One	CA	95407		N/A
BB&T Financial	NC	27530		N/A
Wells Fargo & Company	PA	19134		N/A
Wells Fargo & Company	NC	28217		N/A
PNC Bank N.A.	DE	19977		N/A
Union Bank	CA	91754		N/A
Wells Fargo & Company	DE	19807	Older American	N/A
Wells Fargo & Company	NC	28387		N/A
Synchrony Financial	MD	21217		N/A
Wells Fargo & Company	VA	20124	Older American	N/A
Fidelity National Information Services, Inc. (FNIS)	IL	60563		N/A
PNC Bank N.A.	VA	23417		N/A
Bank of America	WA	98101	Older American	N/A
Citizens Financial Group, Inc.	MI	48316		N/A
U.S. Bancorp	CO	80010		N/A
Bank of America	FL	33433		N/A
Discover	TX	75080		N/A
Wells Fargo & Company	WY	82433		N/A
Ally Financial Inc.	TX	75247		N/A
Bank of America	TX	77459		N/A
Bank of America	GA	30088		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	08/30/2013	Closed with explanation	Yes	No
Web	08/19/2013	Closed with explanation	Yes	Yes
Phone	09/12/2013	Closed with monetary relief	Yes	Yes
Phone	08/13/2013	Closed with non-monetary relief	Yes	No
Referral	08/13/2013	Closed with non-monetary relief	No	
Postal mail	08/26/2013	Closed with explanation	Yes	No
Phone	09/17/2013	Closed with monetary relief	Yes	No
Phone	08/13/2013	Closed with non-monetary relief	No	No
Postal mail	08/19/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	No
Phone	09/06/2013	Closed with monetary relief	Yes	No
Web	08/28/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	Yes
Web	09/06/2013	Closed with monetary relief	Yes	No
Web	08/13/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	Yes
Web	08/30/2013	Closed with monetary relief	Yes	Yes
Referral	08/30/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with explanation	Yes	Yes
Phone	09/03/2013	Closed with non-monetary relief	Yes	Yes
Phone	09/03/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

509736

494335

523720

487607

487622

503504

523815

487716

494728

516685

516701

503770

517364

517356

487872

510077

511651

510500

524075

517479

510128

510020

Bank Account or Service Complaints

Based on Consumer Complaints

08/30/2013	Bank account or service	Checking account
09/17/2013	Bank account or service	Checking account
09/06/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	Checking account
09/11/2013	Bank account or service	Checking account
09/06/2013	Bank account or service	Other bank product/service
09/17/2013	Bank account or service	Checking account
09/06/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	Checking account
09/17/2013	Bank account or service	Other bank product/service
09/11/2013	Bank account or service	Other bank product/service
08/30/2013	Bank account or service	Checking account
08/19/2013	Bank account or service	Checking account
09/17/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	(CD) Certificate of deposit
09/17/2013	Bank account or service	Checking account
09/06/2013	Bank account or service	Checking account
08/19/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

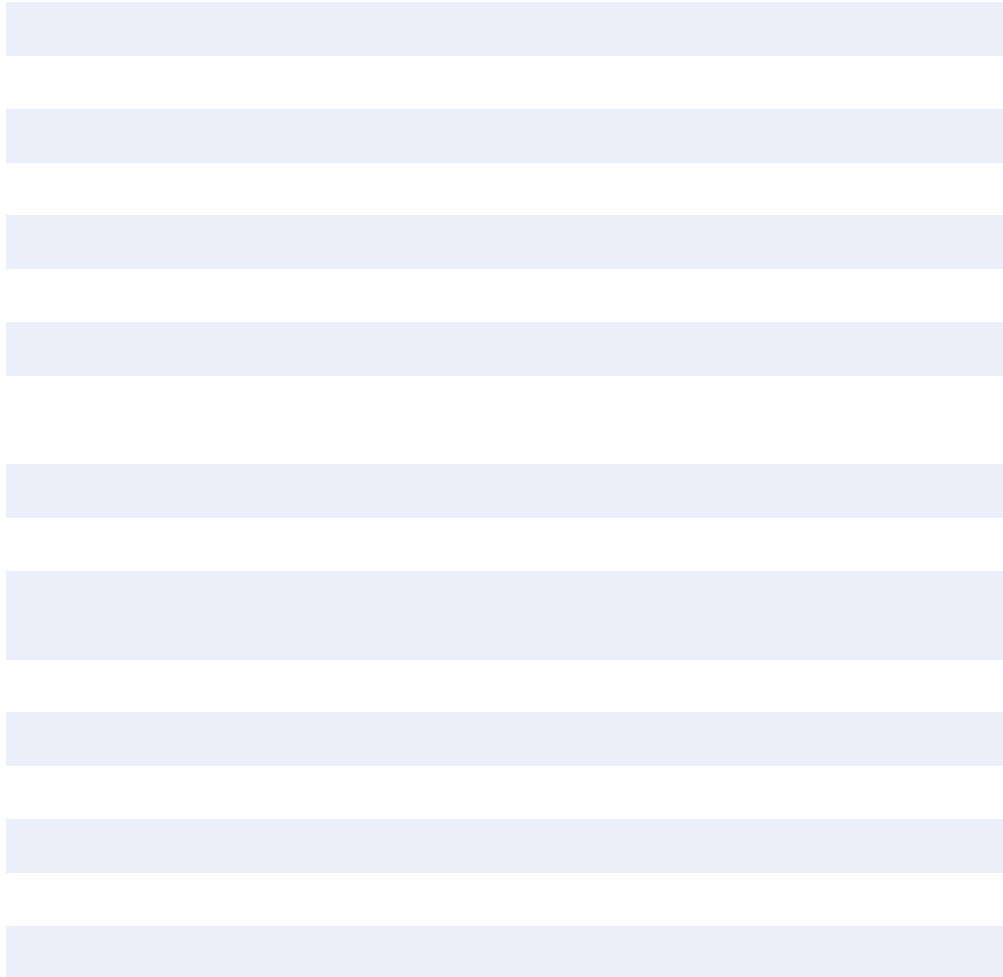
Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

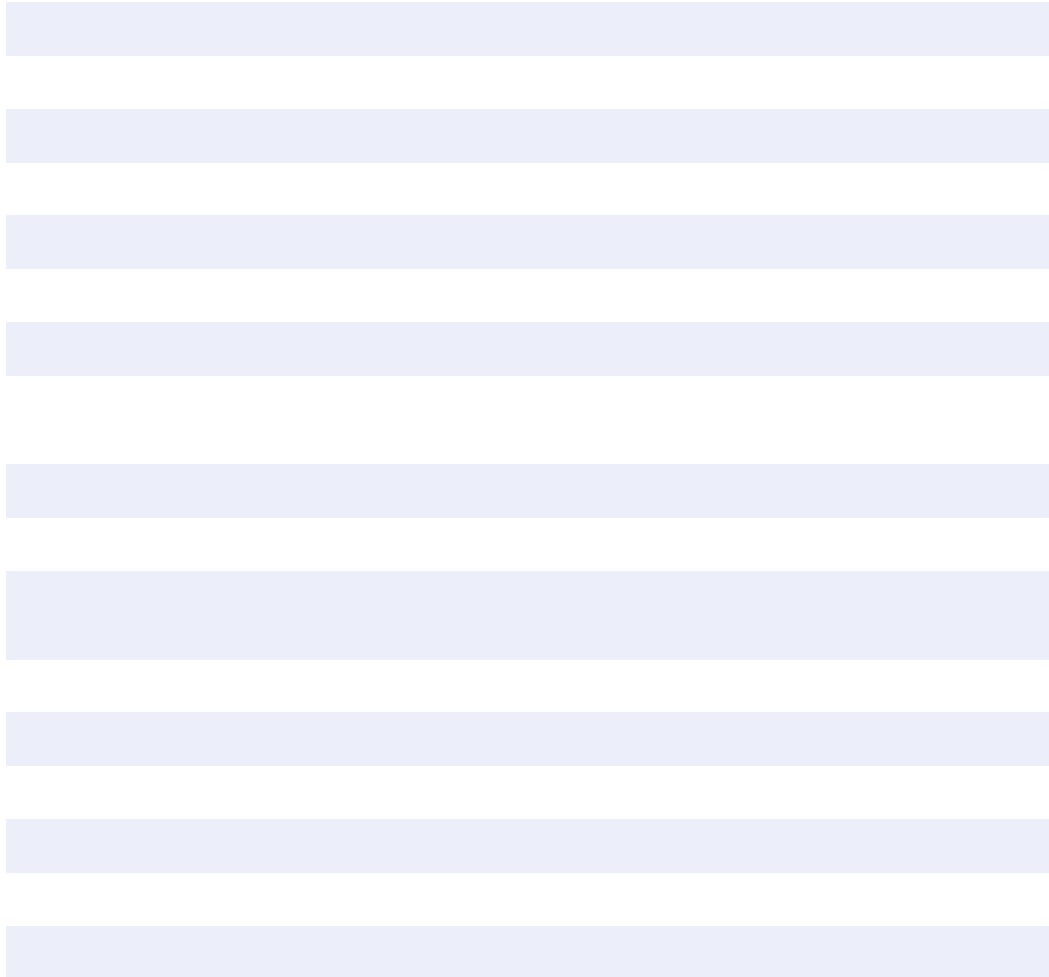
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Comerica	MI	48203		N/A
BBVA Compass	CO	80221		N/A
SunTrust Banks, Inc.	MA	04240		N/A
BB&T Financial	MD	20774		N/A
U.S. Bancorp	MO	64057		N/A
Capital One	TX	77081	Servicemember	N/A
Nationstar Mortgage	NY	10520		N/A
U.S. Bancorp	IL	62704		N/A
Wells Fargo & Company	GA	30318	Older American, Servicemember	N/A
Bank of America	OK	73115	Older American	N/A
Union Bank	CA	92114		N/A
Morgan Stanley	CA	91106	Older American, Servicemember	N/A
Bank of America	FL	33160		N/A
JPMorgan Chase & Co.	NY	11783		N/A
PNC Bank N.A.	NC	28226		N/A
Fifth Third Financial Corporation	IL	60108		N/A
Wells Fargo & Company	CA	90212		N/A
JPMorgan Chase & Co.	FL	33624		N/A
Wells Fargo & Company	FL	33021	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	09/03/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No
Referral	09/06/2013	Closed with monetary relief	Yes	No
Referral	09/03/2013	Closed with explanation	Yes	No
Referral	09/03/2013	Closed with explanation	Yes	No
Phone	09/13/2013	Closed with explanation	Yes	Yes
Web	09/06/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Phone	09/06/2013	Closed with explanation	Yes	No
Phone	09/03/2013	Closed with monetary relief	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Phone	09/13/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	Yes
Phone	08/20/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with explanation	Yes	No
Referral	09/10/2013	Closed with explanation	Yes	Yes
Web	09/18/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with explanation	Yes	Yes
Web	08/20/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

510543

531076

516827

511652

510748

524231

517644

530887

517678

510744

530943

524325

510778

495173

531015

510830

531051

518978

495743

Bank Account or Service Complaints

Based on Consumer Complaints

08/30/2013	Bank account or service	Checking account
09/06/2013	Bank account or service	Checking account
09/17/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
09/06/2013	Bank account or service	Other bank product/service
09/12/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Savings account
09/12/2013	Bank account or service	Other bank product/service
09/12/2013	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

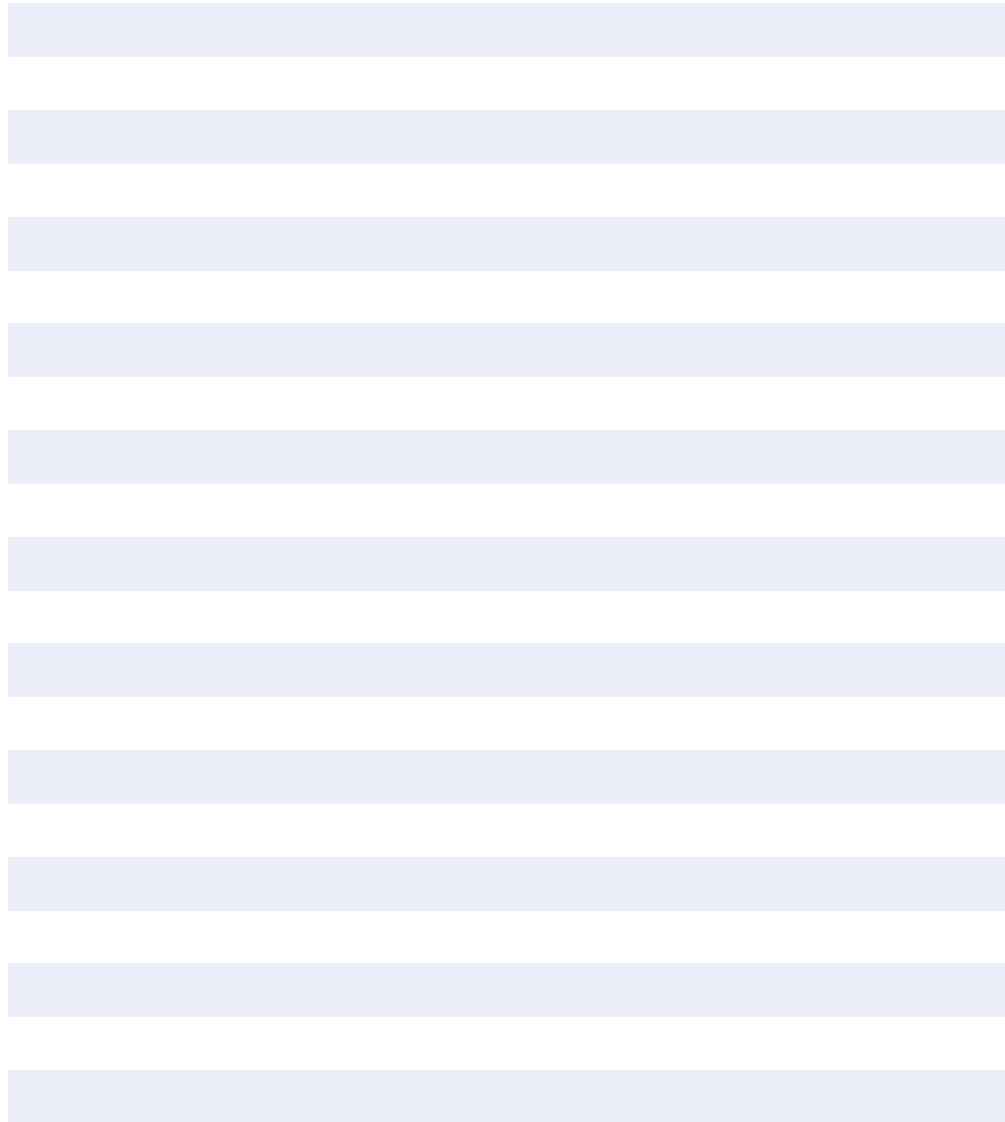
Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

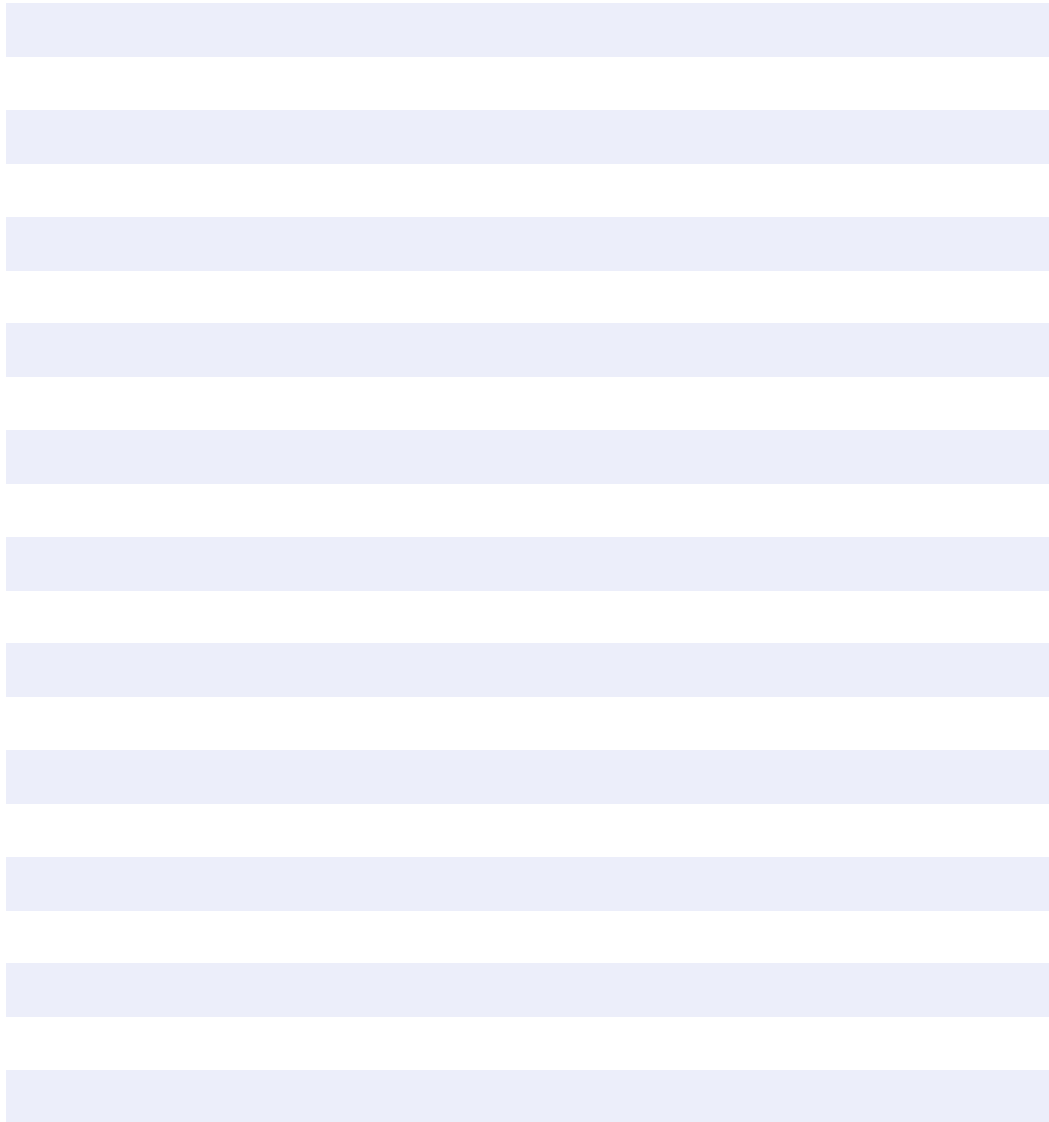
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	IL	60443		N/A
Wells Fargo & Company	CA	91786		N/A
JPMorgan Chase & Co.	CA	90025		N/A
Wells Fargo & Company	CA	95687		N/A
Wells Fargo & Company	NV	89521		N/A
Regions Financial Corporation	FL	33592		N/A
Wells Fargo & Company	CA	93065		N/A
Wells Fargo & Company	GA	30005		N/A
TD Bank US Holding Company	MA	01104		N/A
Bank of America	FL	33161		N/A
Citibank	CA	90025		N/A
PNC Bank N.A.	DE	19977		N/A
BB&T Financial	SC	29483		N/A
Wells Fargo & Company	UT	84065		N/A
Bank of America	CA	90405		N/A
Wells Fargo & Company	CT	06119		N/A
Citizens Financial Group, Inc.	MI	48174		N/A
TD Bank US Holding Company	NY	11415		N/A
PNC Bank N.A.	DE	19804		N/A
Wells Fargo & Company	AZ	85739		N/A
TD Bank US Holding Company	PA	19083		N/A
Bank of America	MO	63301	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	09/03/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	Yes
Web	09/18/2013	Closed with explanation	Yes	No
Referral	09/13/2013	Closed with explanation	Yes	No
Referral	09/12/2013	Closed with explanation	Yes	No
Referral	09/12/2013	Closed with monetary relief	Yes	No
Referral	09/12/2013	Closed with monetary relief	Yes	No
Web	09/18/2013	Closed with monetary relief	Yes	No
Phone	09/12/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with non-monetary relief	Yes	No
Web	09/18/2013	Closed with monetary relief	Yes	No
Postal mail	09/19/2013	Closed with explanation	Yes	Yes
Referral	09/19/2013	Closed with monetary relief	Yes	No
Web	09/12/2013	Closed with explanation	Yes	Yes
Referral	09/09/2013	Closed with explanation	Yes	Yes
Fax	09/12/2013	Closed with explanation	Yes	Yes
Web	09/12/2013	Closed with monetary relief	Yes	Yes
Referral	09/13/2013	Closed with monetary relief	Yes	No
Referral	09/13/2013	Closed with explanation	Yes	No
Referral	09/13/2013	Closed with monetary relief	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

511058

517900

531303

524530

525116

525179

525162

531906

525125

531942

531958

531976

532050

525254

516966

524913

525342

525486

525491

525494

525524

525585

Bank Account or Service Complaints

Based on Consumer Complaints

09/12/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	(CD) Certificate of deposit
09/18/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Other bank product/service
09/18/2013	Bank account or service	Checking account
09/06/2013	Bank account or service	Checking account
09/07/2013	Bank account or service	Other bank product/service
09/07/2013	Bank account or service	Checking account
09/07/2013	Bank account or service	(CD) Certificate of deposit
09/08/2013	Bank account or service	Other bank product/service
08/19/2013	Bank account or service	Checking account
09/08/2013	Bank account or service	Other bank product/service
08/19/2013	Bank account or service	Checking account
09/09/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

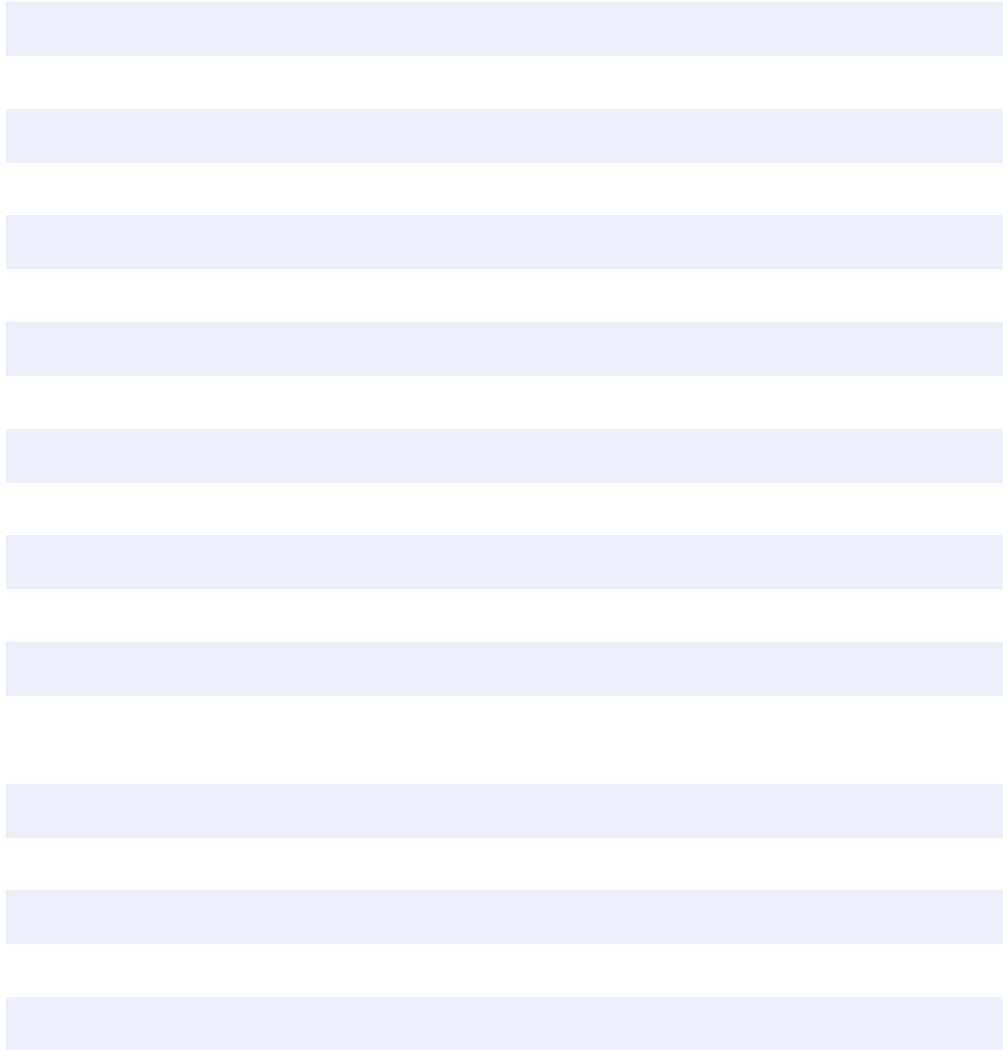
Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Citizens Financial Group, Inc.	NH	03784	Older American	N/A
Wells Fargo & Company	CA	95354		N/A
BMO Harris	WI	53404		N/A
JPMorgan Chase & Co.	MI	48104	Servicemember	N/A
Wells Fargo & Company	FL	33134	Older American	N/A
TD Bank US Holding Company	FL	32217		N/A
JPMorgan Chase & Co.	TX	77044	Older American	N/A
Wells Fargo & Company	TX	75035		N/A
The Huntington National Bank	PA	15001		N/A
Bank of America	CA	95651		N/A
U.S. Bancorp	OR	97222		N/A
Bank of America	CA	94577		N/A
Bank of America	IN	46240	Older American	N/A
Bank of America	CA	95838		N/A
Fifth Third Financial Corporation	TN	37138	Older American, Servicemember	N/A
PayPal Holdings, Inc.	IL	60504		N/A
Wells Fargo & Company	TX	78613		N/A
Community Choice Financial, Inc.	TX	75206		N/A
Citizens Financial Group, Inc.	CT	06443		N/A
Wells Fargo & Company	ID	83619		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	09/17/2013	Closed with monetary relief	Yes	No
Referral	09/16/2013	Closed with explanation	Yes	No
Phone	09/19/2013	Closed with explanation	Yes	No
Postal mail	09/19/2013	Closed with explanation	Yes	No
Phone	09/19/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with monetary relief	Yes	No
Phone	09/19/2013	Closed with monetary relief	Yes	No
Web	09/19/2013	Closed with monetary relief	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	Yes
Web	09/19/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Web	09/09/2013	Closed with non-monetary relief	Yes	No
Web	09/09/2013	Closed with non-monetary relief	Yes	Yes
Web	09/09/2013	Closed with monetary relief	Yes	No
Web	09/10/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with non-monetary relief	Yes	No
Referral	08/20/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Referral	08/20/2013	Closed with monetary relief	Yes	No
Referral	09/09/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

525618

525705

532471

533614

532511

532643

532735

532818

532840

532873

532879

518509

518621

518643

518813

518843

496494

518864

496499

519540

Bank Account or Service Complaints

Based on Consumer Complaints

09/09/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
09/09/2013	Bank account or service	Savings account
08/19/2013	Bank account or service	Checking account
08/19/2013	Bank account or service	Other bank product/service
09/18/2013	Bank account or service	Checking account
09/18/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	Checking account
09/19/2013	Bank account or service	Checking account
09/19/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	Checking account
09/19/2013	Bank account or service	Checking account
09/19/2013	Bank account or service	Savings account
08/20/2013	Bank account or service	Checking account
09/19/2013	Bank account or service	Checking account
08/20/2013	Bank account or service	Checking account
08/30/2013	Bank account or service	Checking account
08/20/2013	Bank account or service	Savings account
08/20/2013	Bank account or service	Checking account
09/09/2013	Bank account or service	Checking account
08/31/2013	Bank account or service	Checking account
08/31/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Making/receiving payments, sending money

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Problems caused by my funds being low

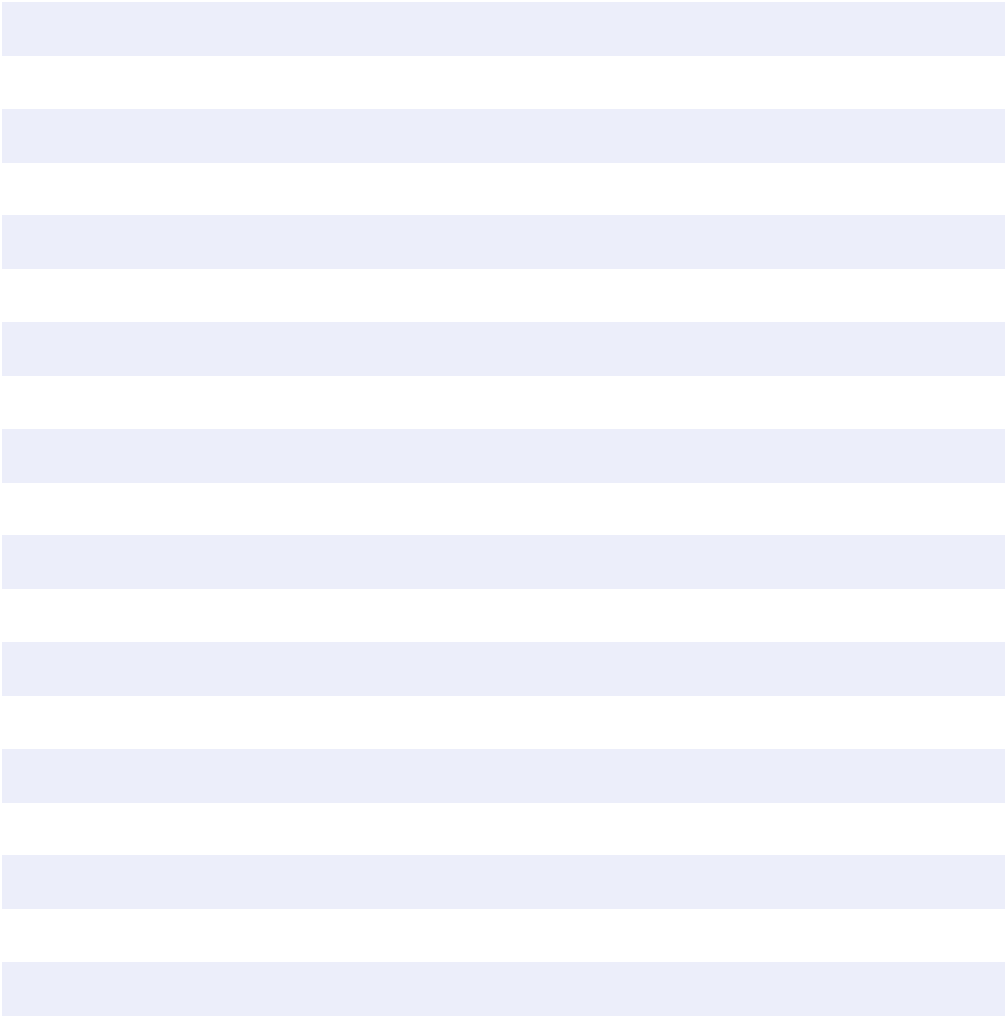
Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	CA	93036		N/A
Wells Fargo & Company	AZ	85032		N/A
JPMorgan Chase & Co.	LA	70602	Older American	N/A
JPMorgan Chase & Co.	IL	60616		N/A
PennyMac Loan Services, LLC	CA	94102		N/A
BB&T Financial	MD	21046		N/A
PNC Bank N.A.	NJ	08812		N/A
Bank of America	GA	30016		N/A
Wells Fargo & Company	FL	33327		N/A
PNC Bank N.A.	MD	20866		N/A
JPMorgan Chase & Co.	DC	20012		N/A
Bank of America	TX	78756		N/A
PNC Bank N.A.	PA	17402		N/A
Santander Bank US	CT	06111		N/A
Commerce Bank	MO	65804		N/A
JPMorgan Chase & Co.	MI	48451		N/A
Wells Fargo & Company	NC	28129	Older American	N/A
BB&T Financial	MD	21074		N/A
Wells Fargo & Company	PA	18337		N/A
Bank of America	KS	66206		N/A
SunTrust Banks, Inc.	NC	28214		N/A
Wells Fargo & Company	TX	77063	Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	09/09/2013	Closed with non-monetary relief	Yes	No
Web	09/20/2013	Closed with explanation	Yes	Yes
Phone	09/18/2013	Closed with explanation	Yes	No
Web	08/20/2013	Closed with explanation	Yes	Yes
Fax	08/20/2013	Closed with non-monetary relief	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No
Referral	09/20/2013	Closed with non-monetary relief	Yes	No
Referral	09/04/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	Yes
Web	09/19/2013	Closed with monetary relief	Yes	No
Web	09/04/2013	Closed with explanation	Yes	No
Web	09/19/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed with non-monetary relief	Yes	Yes
Web	08/20/2013	Closed with explanation	Yes	No
Referral	09/20/2013	Closed with non-monetary relief	Yes	Yes
Web	08/21/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	No
Referral	08/21/2013	Closed with explanation	Yes	No
Web	08/21/2013	Closed with monetary relief	Yes	No
Referral	09/10/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with monetary relief	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

519091

532928

519161

495899

496208

533284

533154

511091

533814

535136

511146

533867

534458

496745

534804

496860

511196

497059

496872

519999

511415

509985

Bank Account or Service Complaints

Based on Consumer Complaints

08/20/2013	Bank account or service	Checking account
09/01/2013	Bank account or service	Checking account
09/01/2013	Bank account or service	Checking account
09/01/2013	Bank account or service	Checking account
09/01/2013	Bank account or service	Checking account
09/09/2013	Bank account or service	Checking account
09/09/2013	Bank account or service	Checking account
09/02/2013	Bank account or service	Checking account
09/02/2013	Bank account or service	Checking account
09/19/2013	Bank account or service	Checking account
08/20/2013	Bank account or service	Other bank product/service
09/19/2013	Bank account or service	Checking account
09/02/2013	Bank account or service	Checking account
08/20/2013	Bank account or service	Other bank product/service
09/03/2013	Bank account or service	Other bank product/service
09/03/2013	Bank account or service	Checking account
09/09/2013	Bank account or service	Checking account
09/19/2013	Bank account or service	Other bank product/service
09/09/2013	Bank account or service	Checking account
09/03/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Making/receiving payments, sending money

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

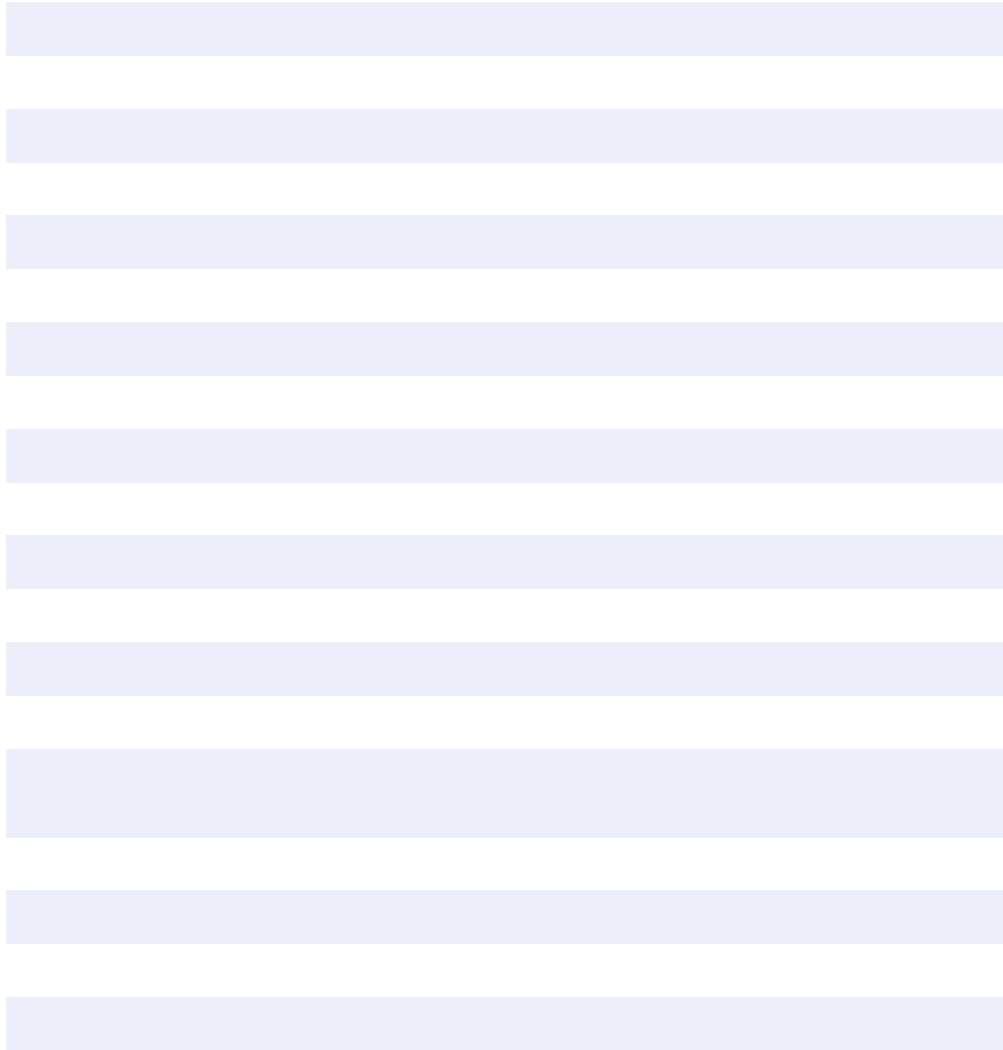
Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

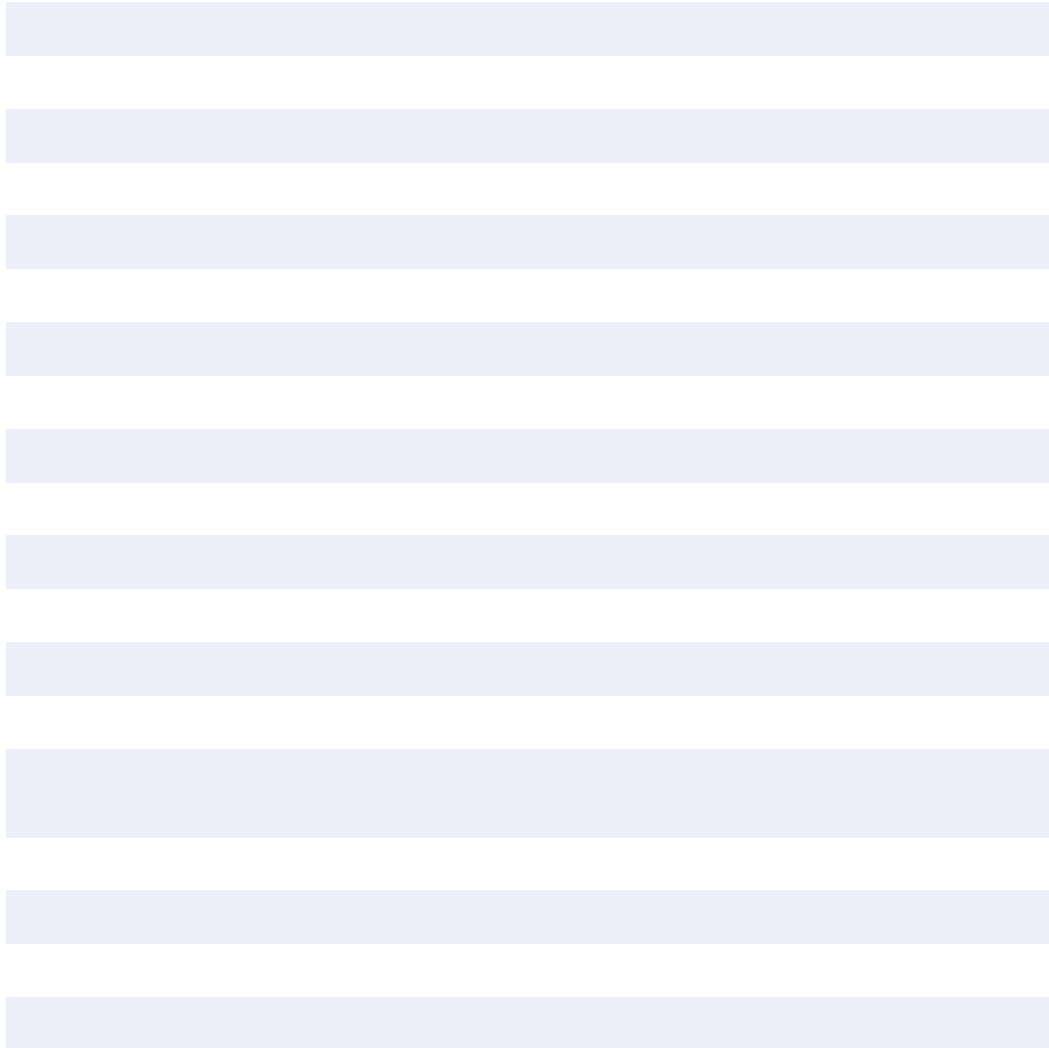
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	NY	10026		N/A
TD Bank US Holding Company	NC	28806		N/A
Bank of America	CT	06357		N/A
Citibank	OH	43214		N/A
TD Bank US Holding Company	SC	29681		N/A
U.S. Bancorp	CA	94509		N/A
Wells Fargo & Company	FL	34473		N/A
E*Trade Bank	AL	35950		N/A
Bank of America	FL	34653		N/A
SunTrust Banks, Inc.	MD	21228		N/A
Bank of the West	CO	80123		N/A
JPMorgan Chase & Co.	FL	32424		N/A
JPMorgan Chase & Co.	MA	01604		N/A
Comerica	NY	11378		N/A
The Western Union Company	TX	76131		N/A
Bank of America	CO	80911	Older American, Servicemember	N/A
PNC Bank N.A.	MI	49046		N/A
Synchrony Financial	IN	47119	Older American	N/A
Wells Fargo & Company	CA	93033		N/A
Santander Bank US	NJ	07111		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	08/20/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with monetary relief	Yes	No
Web	09/03/2013	Closed with non-monetary relief	Yes	No
Web	09/03/2013	Closed with explanation	Yes	Yes
Web	09/03/2013	Closed with monetary relief	Yes	No
Referral	09/10/2013	Closed with explanation	Yes	No
Referral	09/10/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Web	09/03/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with monetary relief	Yes	No
Referral	08/22/2013	Closed with non-monetary relief	Yes	No
Referral	09/20/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with monetary relief	Yes	Yes
Referral	08/22/2013	Closed with explanation	Yes	No
Web	09/04/2013	Closed with explanation	Yes	No
Fax	09/06/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with non-monetary relief	Yes	No
Phone	09/10/2013	Closed with explanation	Yes	No
Phone	09/05/2013	Closed	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

497075

511506

511531

511546

511548

520277

520301

512567

512597

534322

497747

534356

512645

498103

511718

512719

520439

534469

520445

512748

Bank Account or Service Complaints

Based on Consumer Complaints

09/03/2013	Bank account or service	Checking account
09/09/2013	Bank account or service	Checking account
09/19/2013	Bank account or service	(CD) Certificate of deposit
08/20/2013	Bank account or service	Checking account
08/20/2013	Bank account or service	Savings account
09/09/2013	Bank account or service	Checking account
09/03/2013	Bank account or service	Other bank product/service
09/09/2013	Bank account or service	Checking account
08/20/2013	Bank account or service	Checking account
08/26/2013	Bank account or service	Other bank product/service
08/26/2013	Bank account or service	Other bank product/service
08/26/2013	Bank account or service	Checking account
09/09/2013	Bank account or service	Checking account
09/03/2013	Bank account or service	Savings account
08/26/2013	Bank account or service	Checking account
08/20/2013	Bank account or service	Other bank product/service
08/26/2013	Bank account or service	Checking account
08/20/2013	Bank account or service	Other bank product/service
08/26/2013	Bank account or service	Checking account
09/03/2013	Bank account or service	(CD) Certificate of deposit
08/26/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

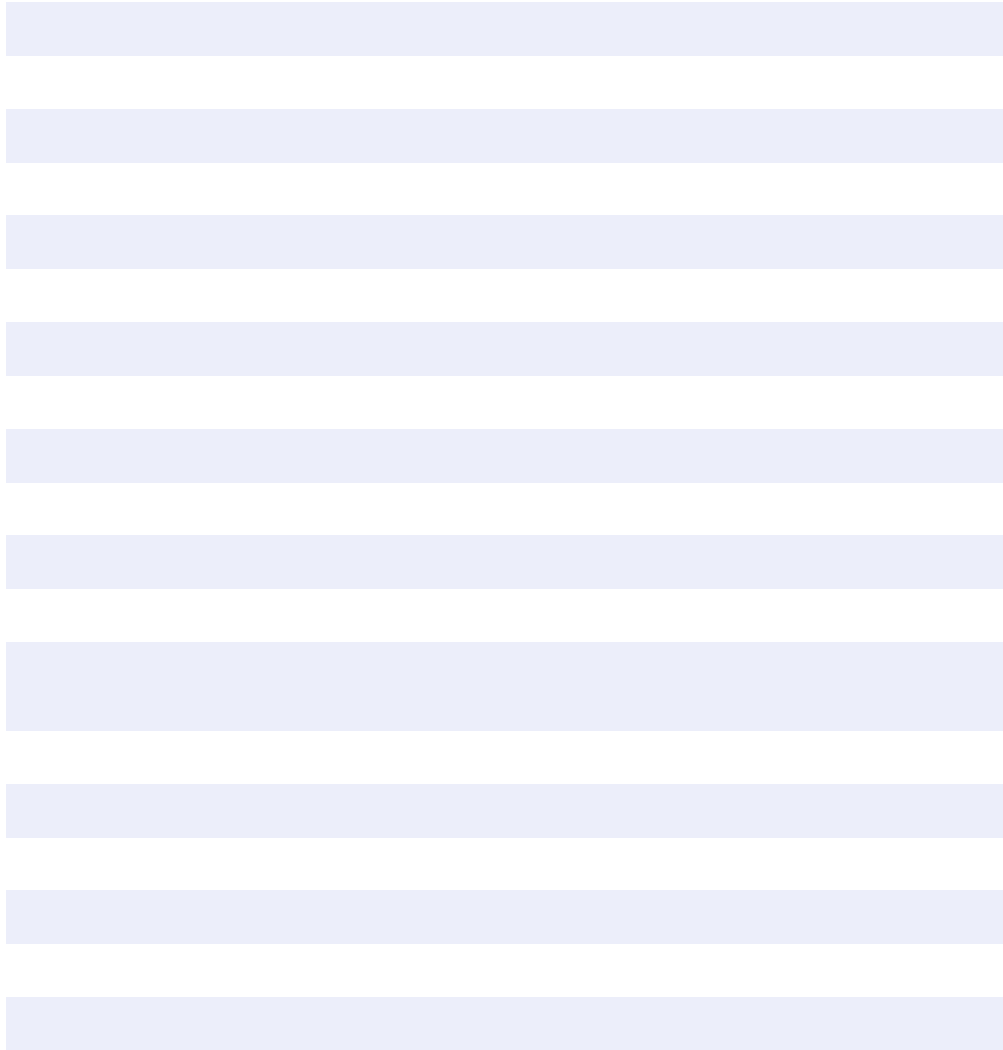
Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

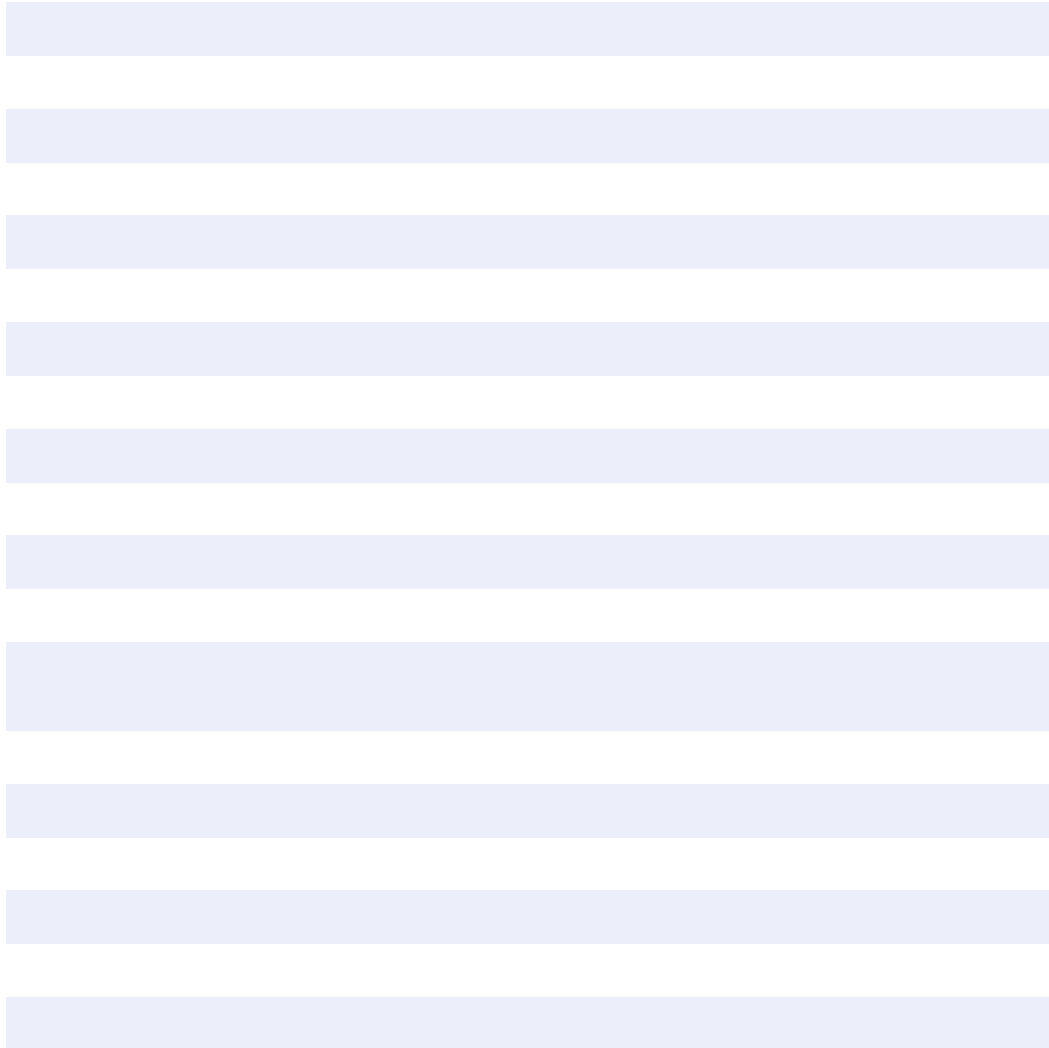
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	GA	31404		N/A
Amex	KY	40601		N/A
First National Bank of Omaha	TX	75670		N/A
Wells Fargo & Company	GA	30515	Servicemember	N/A
Citizens Financial Group, Inc.	MA	02130	Older American	N/A
Bank of America	AZ	85206	Older American	N/A
PayPal Holdings, Inc.	NY	10306		N/A
TD Bank US Holding Company	NC	28562		N/A
SunTrust Banks, Inc.	GA	30067		N/A
State Farm Bank	TX	76115		N/A
PNC Bank N.A.	KY	41071		N/A
JPMorgan Chase & Co.	MI	48015	Older American	N/A
PNC Bank N.A.	FL	33444		N/A
Ally Financial Inc.	TX	77598		N/A
Santander Bank US	MA	02451	Older American, Servicemember	N/A
Capital One	OH	45246		N/A
TD Bank US Holding Company	NJ	08827		N/A
Bank of America	PA	19086		N/A
TD Bank US Holding Company	NJ	08046		N/A
Fifth Third Financial Corporation	NC	28115	Older American	N/A
Bank of America	MI	48604		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	09/05/2013	Closed with explanation	Yes	No
Referral	09/10/2013	Closed with monetary relief	Yes	No
Referral	09/23/2013	Closed with explanation	Yes	No
Phone	08/21/2013	Closed with explanation	Yes	No
Phone	08/22/2013	Closed with explanation	Yes	No
Phone	09/10/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Phone	09/10/2013	Closed with explanation	Yes	No
Web	08/22/2013	Closed with explanation	Yes	Yes
Postal mail	08/28/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	No
Web	08/27/2013	Closed with explanation	Yes	Yes
Referral	09/10/2013	Closed	Yes	No
Referral	09/06/2013	Closed with explanation	Yes	Yes
Phone	09/05/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with explanation	Yes	No
Web	08/26/2013	Closed with explanation	Yes	Yes
Web	08/21/2013	Closed with monetary relief	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	No
Phone	09/05/2013	Closed with explanation	Yes	No
Postal mail	08/27/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

512755

520452

535501

497399

497412

520556

512861

520606

497482

503425

501235

504002

520818

513063

504035

497748

504176

497570

504268

513326

508299

Bank Account or Service Complaints

Based on Consumer Complaints

09/12/2013	Bank account or service	Checking account
08/21/2013	Bank account or service	Savings account
09/19/2013	Bank account or service	Checking account
09/12/2013	Bank account or service	Checking account
08/21/2013	Bank account or service	Checking account
08/26/2013	Bank account or service	Other bank product/service
09/13/2013	Bank account or service	Checking account
09/13/2013	Bank account or service	Checking account
09/03/2013	Bank account or service	Checking account
09/13/2013	Bank account or service	Checking account
09/13/2013	Bank account or service	Checking account
09/20/2013	Bank account or service	Checking account
09/13/2013	Bank account or service	Checking account
08/26/2013	Bank account or service	Checking account
09/30/2013	Bank account or service	Checking account
09/30/2013	Bank account or service	Savings account
08/26/2013	Bank account or service	Other bank product/service
09/13/2013	Bank account or service	Checking account
09/13/2013	Bank account or service	Checking account
09/30/2013	Bank account or service	Checking account
09/13/2013	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

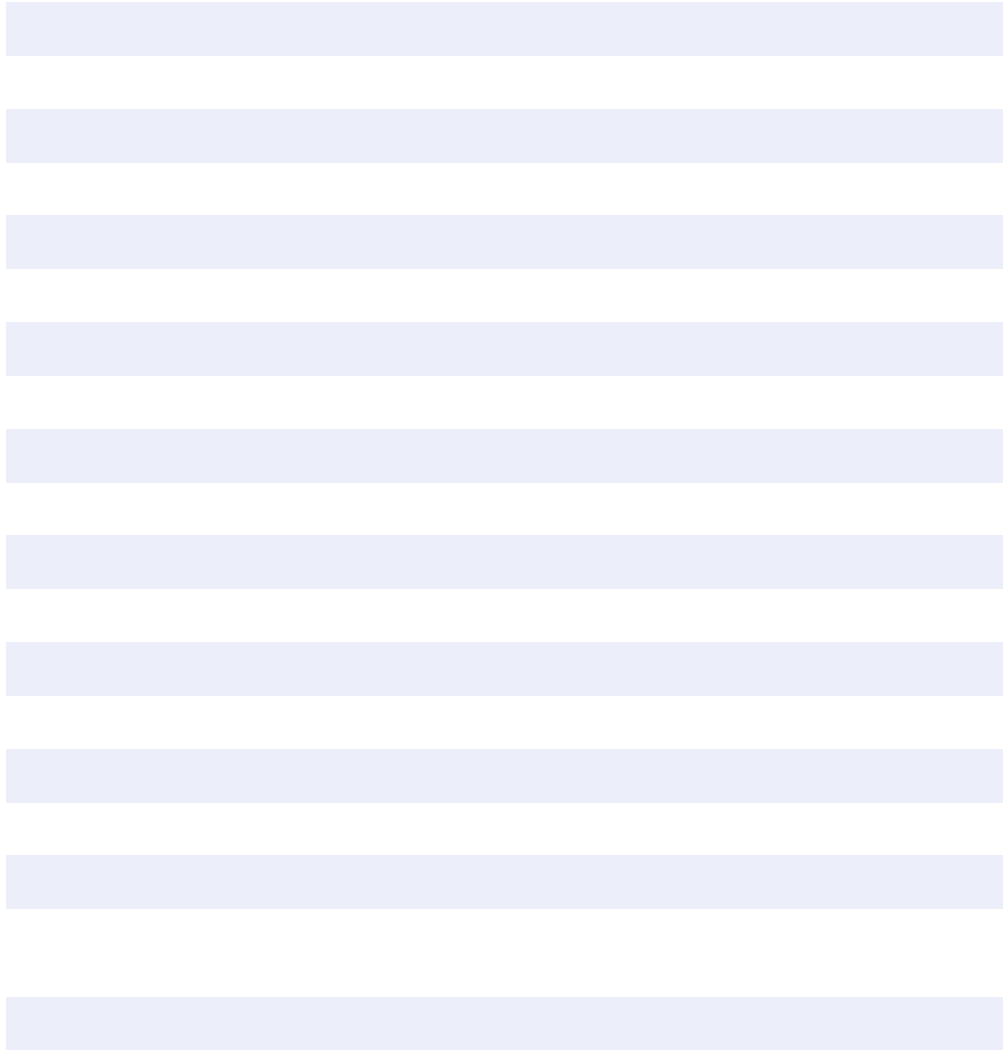
Making/receiving payments, sending money

Making/receiving payments, sending money

Making/receiving payments, sending money

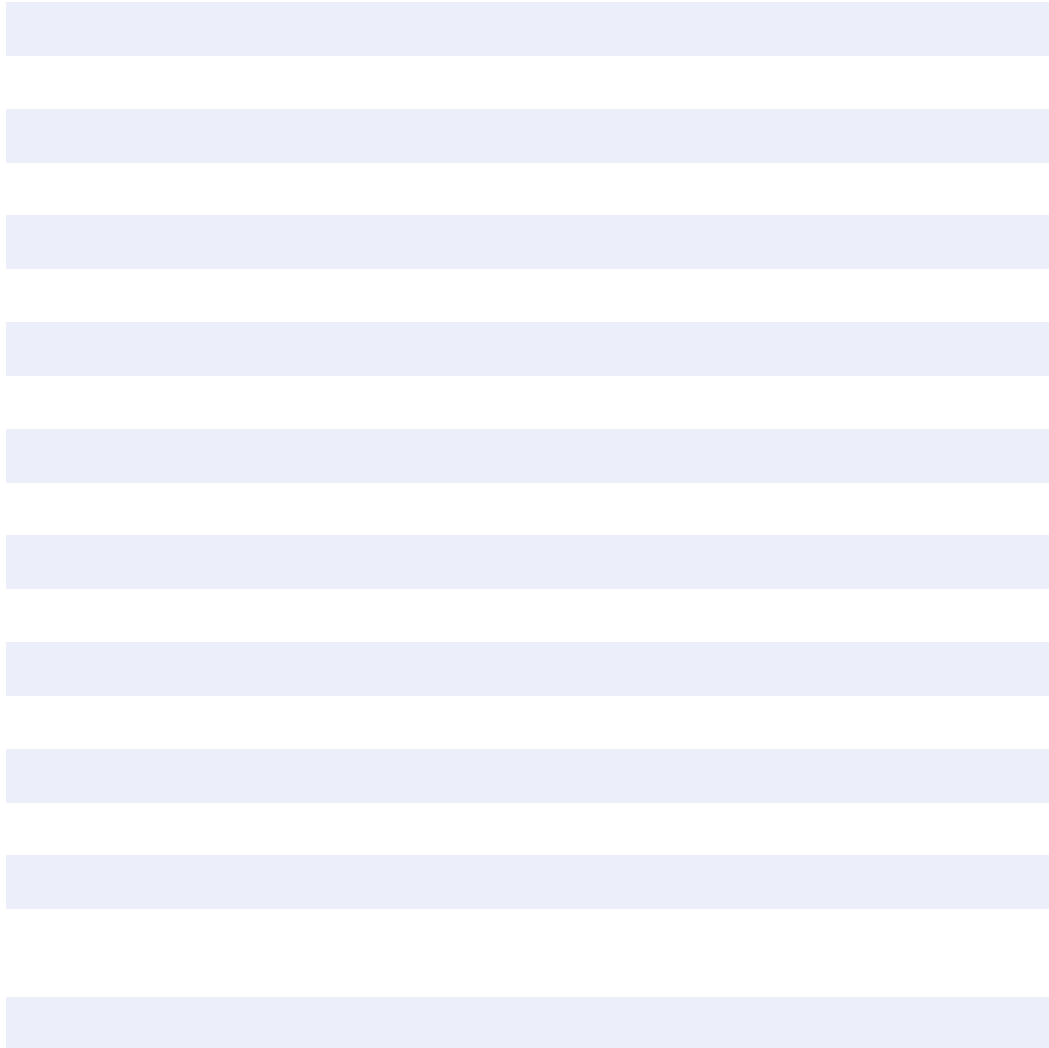
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Regions Financial Corporation	FL	33330		N/A
JPMorgan Chase & Co.	CA	91406		N/A
Bank of America	FL	33067		N/A
Capital One	NY	11379	Servicemember	N/A
PNC Bank N.A.	PA	15136		N/A
BB&T Financial	VA	23974		N/A
U.S. Bancorp	MN	55077		N/A
Bank of America	CA	90028		N/A
Bank of America	MA	01501	Older American	N/A
Wells Fargo & Company	FL	33420	Older American	N/A
USAA Savings	CA	91311	Servicemember	N/A
JPMorgan Chase & Co.	IL	61705		N/A
Santander Bank US	MA	02382		N/A
TCF National Bank	IL	60649		N/A
Regions Financial Corporation	IL	62298		N/A
BB&T Financial	AL	36280		N/A
M&T Bank Corporation	NY	14221		N/A
Wells Fargo & Company	TX	75050		N/A
Bank of America	NY	10026	Servicemember	N/A
Bank of America	GA	31757	Older American, Servicemember	N/A
Bank of America				N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	09/16/2013	Closed with monetary relief	Yes	No
Web	08/21/2013	Closed with explanation	Yes	No
Web	10/10/2013	Closed with explanation	Yes	No
Phone	09/13/2013	Closed with explanation	Yes	No
Referral	08/22/2013	Closed with monetary relief	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with monetary relief	Yes	No
Web	09/13/2013	Closed with explanation	Yes	Yes
Phone	09/04/2013	Closed with explanation	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Referral	09/17/2013	Closed with non-monetary relief	Yes	No
Referral	09/23/2013	Closed with monetary relief	Yes	No
Referral	09/17/2013	Closed	Yes	No
Web	08/27/2013	Closed with explanation	Yes	Yes
Referral	10/01/2013	Closed	Yes	No
Referral	10/01/2013	Closed with explanation	Yes	No
Referral	08/27/2013	Closed with explanation	Yes	Yes
Web	09/17/2013	Closed with explanation	Yes	No
Postal mail	09/17/2013	Closed with explanation	Yes	No
Phone	10/01/2013	Closed with explanation	Yes	No
Referral	09/16/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

526166

498288

535104

524602

499458

505100

527129

527150

513470

527168

526650

536186

527446

504488

548954

548966

505075

527361

526699

548176

527488

Bank Account or Service Complaints

Based on Consumer Complaints

09/13/2013	Bank account or service	Checking account
09/13/2013	Bank account or service	Checking account
09/30/2013	Bank account or service	Other bank product/service
09/30/2013	Bank account or service	Checking account
10/01/2013	Bank account or service	Checking account
09/13/2013	Bank account or service	Checking account
08/27/2013	Bank account or service	Checking account
08/27/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Checking account
08/27/2013	Bank account or service	Checking account
09/13/2013	Bank account or service	Checking account
10/01/2013	Bank account or service	Cashing a check without an account
09/25/2013	Bank account or service	Checking account
10/01/2013	Bank account or service	Checking account
10/01/2013	Bank account or service	Checking account
10/01/2013	Bank account or service	Checking account
10/01/2013	Bank account or service	Checking account
08/27/2013	Bank account or service	Savings account
09/25/2013	Bank account or service	Checking account
09/25/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Making/receiving payments, sending money

Deposits and withdrawals

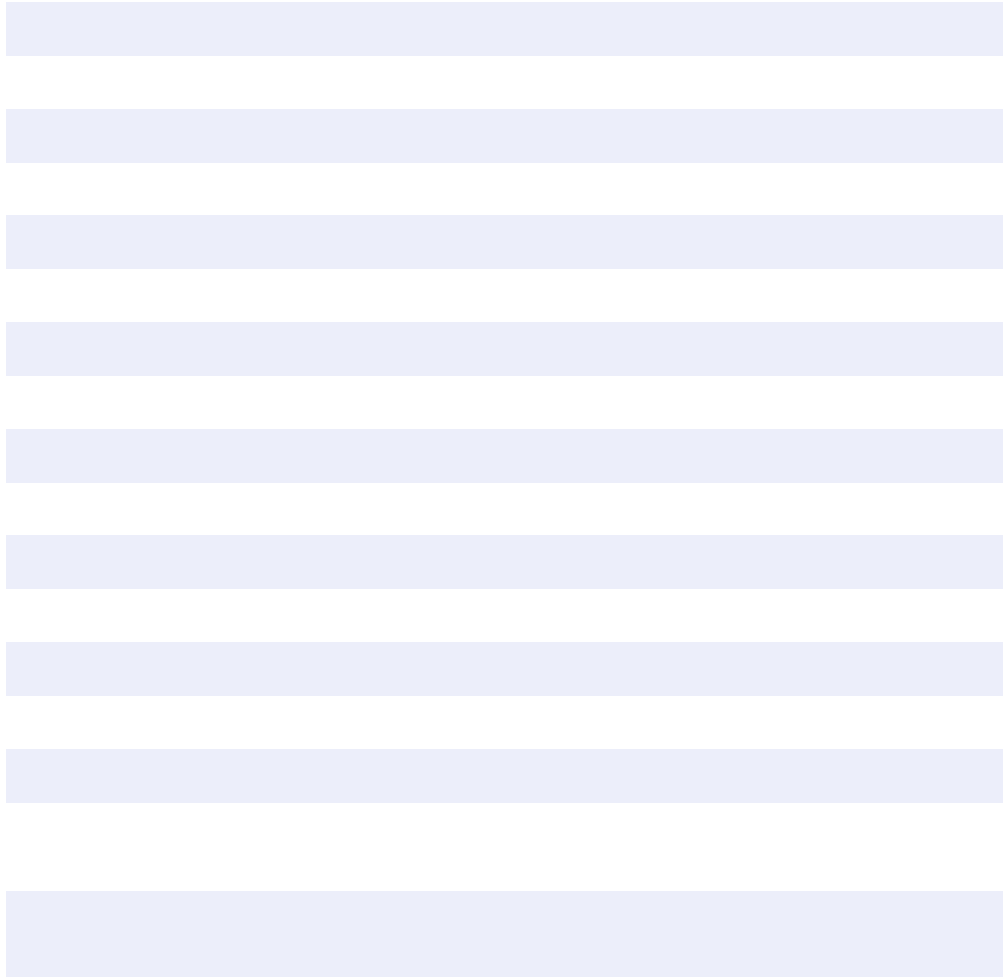
Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

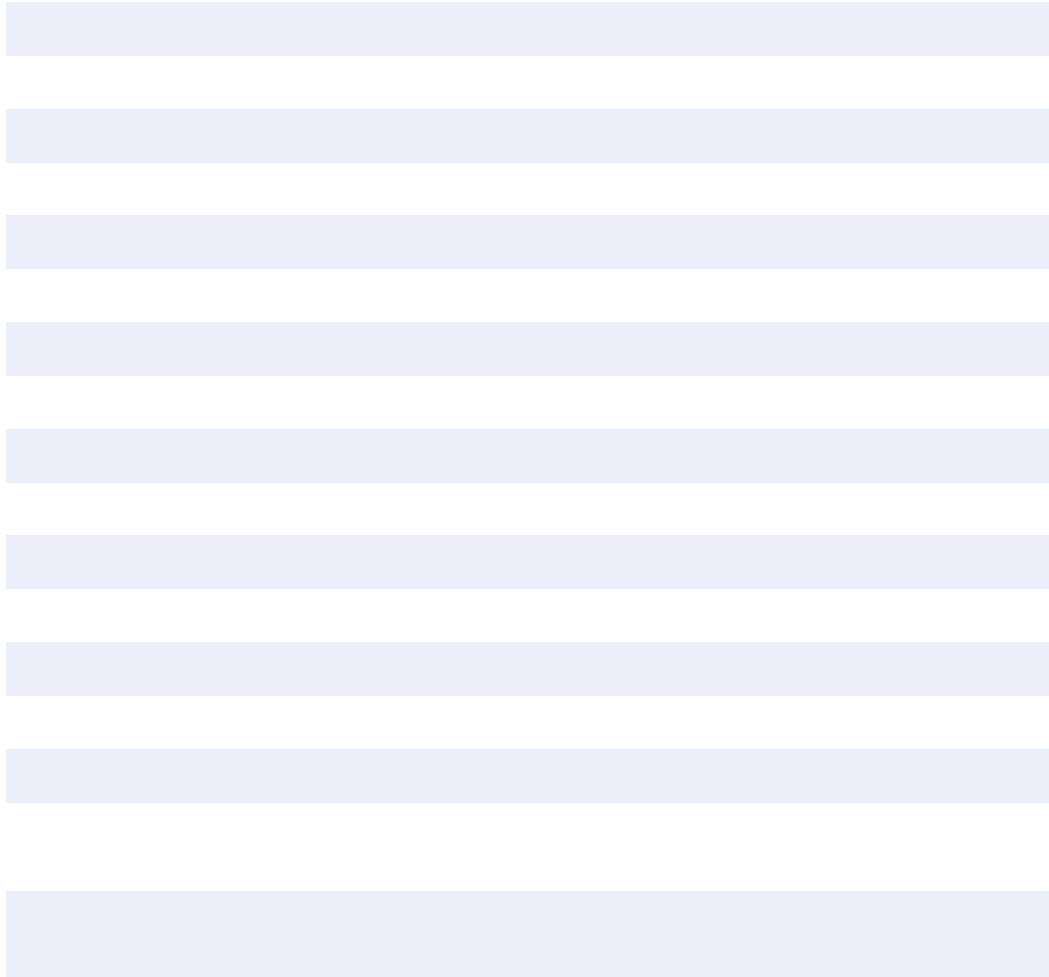
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

SunTrust Banks, Inc.	VA	22030		N/A
Wells Fargo & Company	FL	33063		N/A
Wells Fargo & Company	PA	15068		N/A
TD Bank US Holding Company	NJ	08865		N/A
BB&T Financial	VA	24503		N/A
Wells Fargo & Company	GA	30309		N/A
Wells Fargo & Company	CA	94556	Older American	N/A
PNC Bank N.A.	PA	19150		N/A
Wells Fargo & Company	PA	17404		N/A
Wells Fargo & Company	NC	28328		N/A
Wells Fargo & Company	CT	06906	Older American	N/A
Wells Fargo & Company	FL	32224		N/A
SunTrust Banks, Inc.	TN	37067		N/A
Capital One	NY	11233		N/A
Banco Popular de Puerto Rico	PR	00920		N/A
JPMorgan Chase & Co.	FL	34787		N/A
Bank of America	MD	21231		N/A
U.S. Bancorp	MI	64724	Older American, Servicemember	N/A
New York Community Bank			Older American, Servicemember	N/A
Bank of America	RI	02909		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	09/16/2013	Closed with non-monetary relief	Yes	No
Web	09/16/2013	Closed with explanation	Yes	No
Referral	10/01/2013	Closed with explanation	Yes	No
Referral	10/02/2013	Closed with explanation	Yes	No
Referral	10/02/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with explanation	Yes	Yes
Postal mail	10/17/2013	Closed with explanation	Yes	Yes
Phone	08/28/2013	Closed	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Phone	08/28/2013	Closed with explanation	Yes	No
Phone	09/18/2013	Closed with non-monetary relief	Yes	Yes
Web	10/09/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with monetary relief	Yes	No
Web	10/04/2013	Closed with monetary relief	Yes	No
Referral	10/02/2013	Closed with explanation	Yes	Yes
Referral	10/02/2013	Closed with monetary relief	Yes	No
Web	10/02/2013	Closed with monetary relief	Yes	Yes
Phone	09/04/2013	Closed with explanation	Yes	Yes
Phone	09/25/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

527597

527637

548425

548510

549490

526602

501892

505085

540803

505148

527982

549375

541432

549394

549479

549146

549449

505327

541527

541577

Bank Account or Service Complaints

Based on Consumer Complaints

09/14/2013	Bank account or service	Checking account
09/04/2013	Bank account or service	Checking account
09/04/2013	Bank account or service	Checking account
09/04/2013	Bank account or service	Checking account
09/14/2013	Bank account or service	Checking account
09/14/2013	Bank account or service	Savings account
09/04/2013	Bank account or service	Checking account
10/01/2013	Bank account or service	Checking account
09/04/2013	Bank account or service	Checking account
09/25/2013	Bank account or service	Other bank product/service
09/25/2013	Bank account or service	Other bank product/service
10/01/2013	Bank account or service	Checking account
09/25/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Other bank product/service
09/16/2013	Bank account or service	Checking account
09/25/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Checking account
09/25/2013	Bank account or service	Checking account
09/04/2013	Bank account or service	(CD) Certificate of deposit
10/02/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

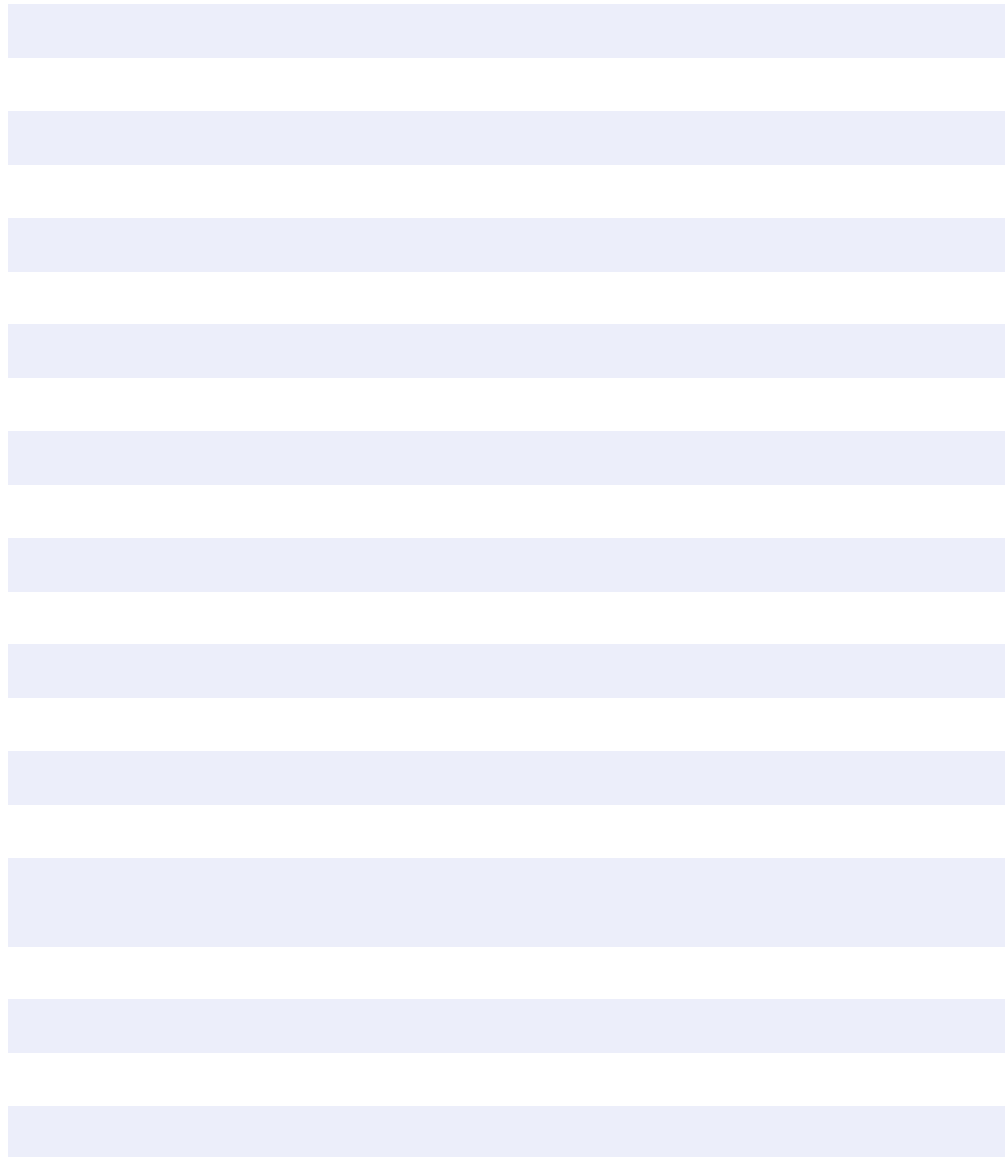
Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

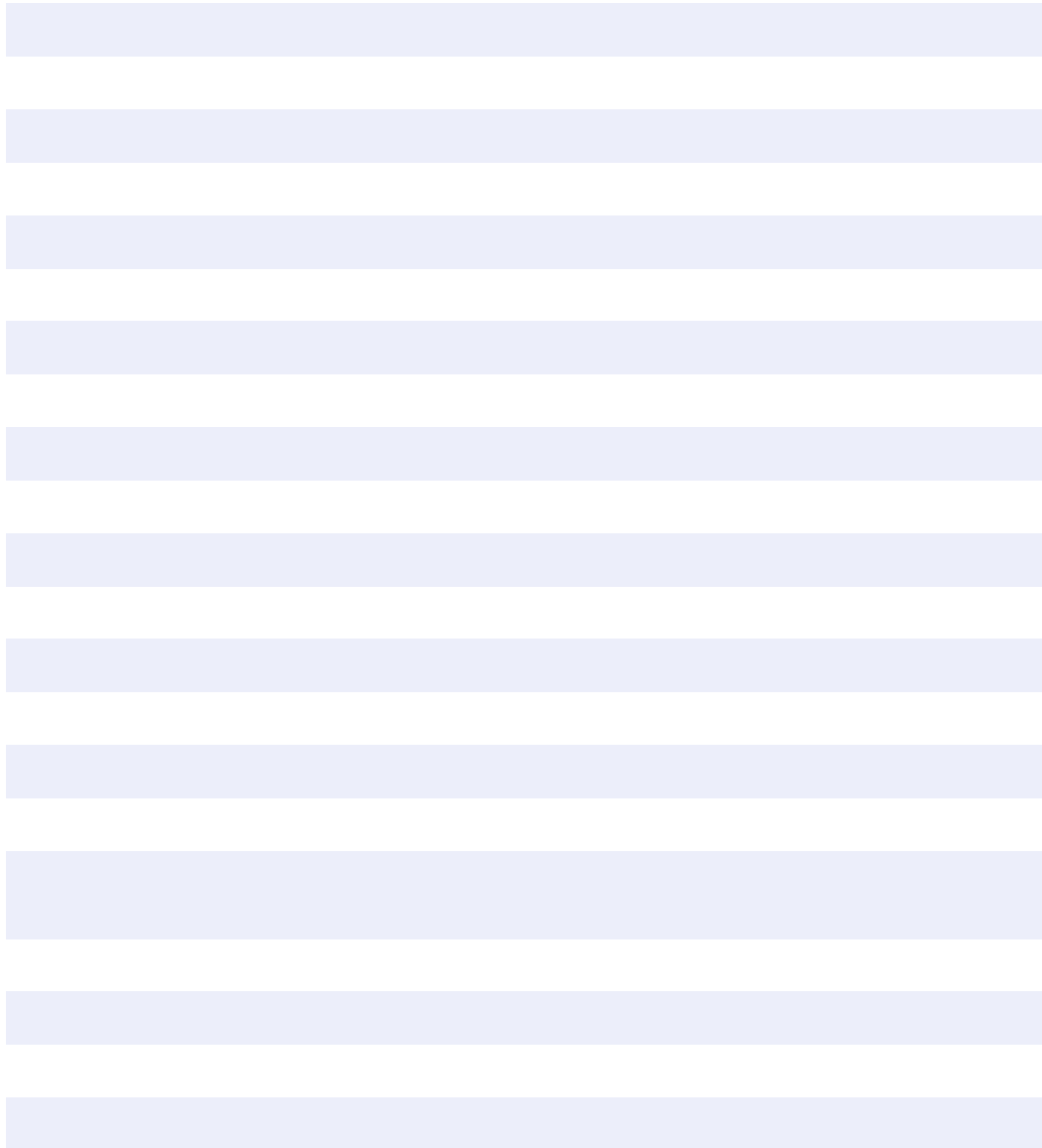
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	PA	18058		N/A
Bank of America	CA	94941		N/A
TD Bank US Holding Company	NJ	08033		N/A
Bank of America	VA	22911		N/A
Bank of America	VA	22554	Servicemember	N/A
Wells Fargo & Company	CA	94804	Older American	N/A
Bank of America	NJ	08083		N/A
PNC Bank N.A.	KY	40515		N/A
Wells Fargo & Company	NJ	08107		N/A
PayPal Holdings, Inc.	TX	77546		N/A
JPMorgan Chase & Co.	CA	92583		N/A
Bank of America	IL	60827		N/A
Bank of America	MA	02465		N/A
PayPal Holdings, Inc.	GA	30102	Older American	N/A
Wells Fargo & Company	GA	30008		N/A
Wells Fargo & Company	FL	33417		N/A
Bank of America	MA	02668	Older American, Servicemember	N/A
JPMorgan Chase & Co.	FL	33462		N/A
Valley National Bank	NJ	07885	Older American	N/A
The Huntington National Bank	OH	43338		N/A
Synchrony Financial	NC	28753	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	09/17/2013	Closed with explanation	Yes	No
Postal mail	09/05/2013	Closed with explanation	Yes	No
Referral	09/04/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed	Yes	Yes
Web	09/16/2013	Closed with monetary relief	Yes	No
Web	09/16/2013	Closed	Yes	No
Web	09/06/2013	Closed with monetary relief	Yes	No
Web	10/02/2013	Closed with monetary relief	Yes	No
Phone	09/05/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with non-monetary relief	Yes	No
Web	09/27/2013	Closed with explanation	Yes	Yes
Phone	10/02/2013	Closed with monetary relief	Yes	No
Web	09/26/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with monetary relief	Yes	No
Referral	09/17/2013	Closed with explanation	Yes	No
Phone	09/26/2013	Closed with monetary relief	Yes	No
Phone	09/17/2013	Closed with explanation	Yes	No
Referral	09/26/2013	Closed with explanation	Yes	Yes
Web	09/05/2013	Closed with explanation	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	No
Phone	09/18/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

526280

513787

513783

513810

526324

526379

513892

549712

513916

541775

541837

549841

541856

528295

528408

541879

529656

543037

514050

550610

528440

Bank Account or Service Complaints

Based on Consumer Complaints

10/02/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Other bank product/service
10/02/2013	Bank account or service	Checking account
10/02/2013	Bank account or service	Checking account
09/04/2013	Bank account or service	(CD) Certificate of deposit
09/04/2013	Bank account or service	Checking account
09/04/2013	Bank account or service	Checking account
09/04/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Other bank product/service
10/11/2013	Bank account or service	Checking account
09/04/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Savings account
08/27/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Checking account
09/04/2013	Bank account or service	Checking account
08/27/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Checking account
08/27/2013	Bank account or service	Checking account
09/20/2013	Bank account or service	Savings account
09/04/2013	Bank account or service	Savings account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	VA	23875		N/A
TD Bank US Holding Company	ME	04937		N/A
Bank of America	MA	02148	Older American	N/A
TD Bank US Holding Company	MA	01970		N/A
Ally Financial Inc.	AZ	85719		N/A
Fifth Third Financial Corporation	CA	90047		N/A
Bank of America	NJ	07083		N/A
HSBC North America Holdings Inc.	NY	10025		N/A
Fifth Third Financial Corporation	PA	15221		N/A
Santander Bank US	MA	02215		N/A
FirstMerit Bank	OH	44094		N/A
JPMorgan Chase & Co.	GA	30097		N/A
PNC Bank N.A.	MD	21087	Older American	N/A
Bank of America	CO	90240	Older American	N/A
Regions Financial Corporation	FL	32204		N/A
Wells Fargo & Company	TX	78702	Servicemember	N/A
U.S. Bancorp	MN	55343		N/A
Bank of America	CA	92656		N/A
Bank of America	CA	94552		N/A
Bank of America	TX	77071		N/A
Bank of America	VA	23838		N/A
Wells Fargo & Company	AL	36360		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/03/2013	Closed with explanation	Yes	No
Web	09/17/2013	Closed with monetary relief	Yes	No
Web	10/03/2013	Closed with non-monetary relief	Yes	No
Referral	10/02/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No
Phone	09/05/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with monetary relief	Yes	No
Postal mail	10/15/2013	Closed	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	No
Email	09/18/2013	Closed with explanation	Yes	Yes
Phone	08/28/2013	Closed with explanation	Yes	Yes
Web	09/17/2013	Closed with non-monetary relief	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	No
Phone	08/28/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with monetary relief	Yes	No
Referral	09/18/2013	Closed with monetary relief	Yes	No
Referral	08/28/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

551042

528503

550366

550561

514858

514894

511688

514333

529586

558091

514615

529530

505429

528944

514673

505613

529944

529945

529946

505827

536008

512957

Bank Account or Service Complaints

Based on Consumer Complaints

09/25/2013	Bank account or service	Checking account
09/20/2013	Bank account or service	Cashing a check without an account
10/12/2013	Bank account or service	Checking account
10/13/2013	Bank account or service	Checking account
08/27/2013	Bank account or service	Checking account
09/25/2013	Bank account or service	Savings account
10/13/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	(CD) Certificate of deposit
09/10/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Checking account
09/20/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Checking account
09/25/2013	Bank account or service	Checking account
09/25/2013	Bank account or service	Other bank product/service
08/27/2013	Bank account or service	(CD) Certificate of deposit
09/20/2013	Bank account or service	(CD) Certificate of deposit
10/14/2013	Bank account or service	Savings account
09/16/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

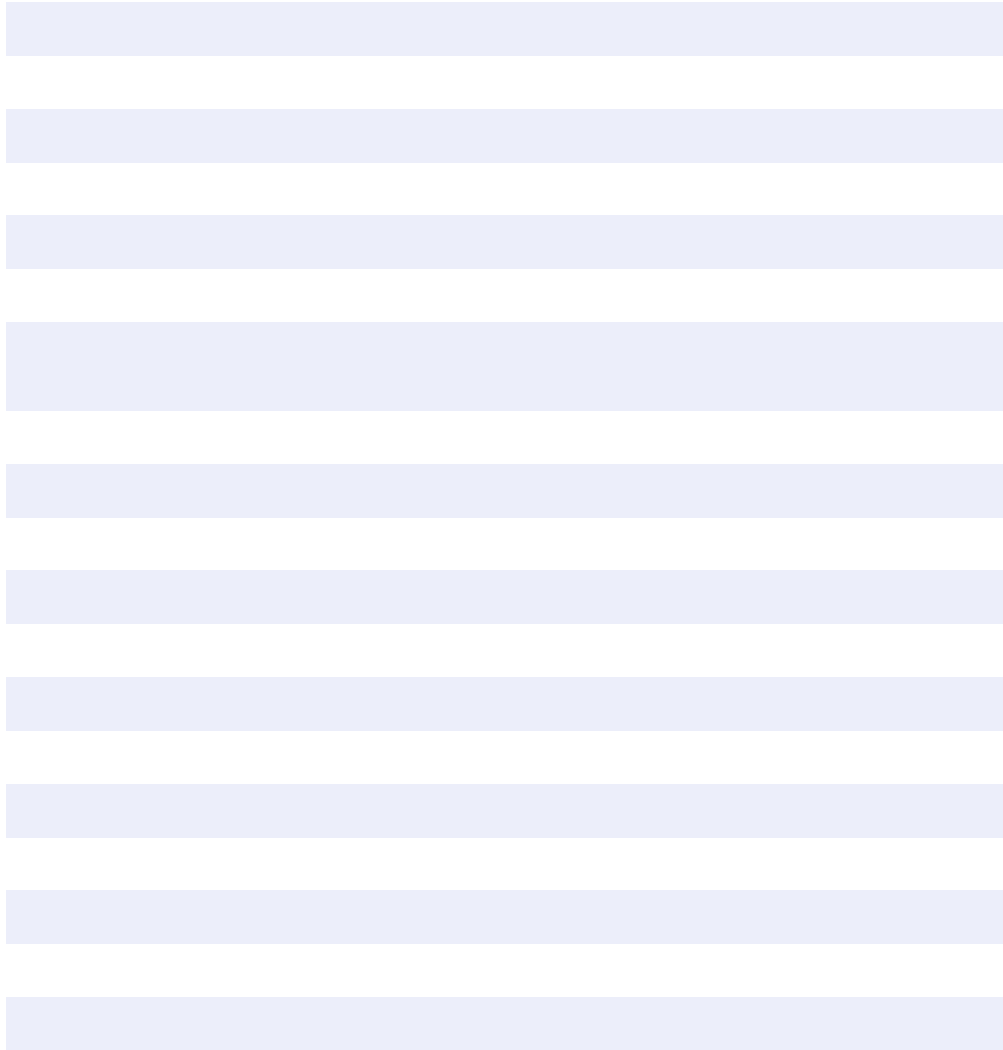
Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

TCF National Bank	MN	55005	Older American	N/A
Fifth Third Financial Corporation	NC	28104		N/A
M&T Bank Corporation	NY	14220		N/A
TD Bank US Holding Company	NJ	07201		N/A
PNC Bank N.A.	PA	15014		N/A
Bank of America	CA	93551		N/A
Bank of America	NY	10035		N/A
Wells Fargo & Company	DE	19710	Older American, Servicemember	N/A
Bank of America	TN	37217		N/A
TCF National Bank	IL	60402		N/A
Wells Fargo & Company	CO	80211		N/A
Capital One	NY	10002		N/A
SunTrust Banks, Inc.	AR	72301		N/A
Wells Fargo & Company	IL	60093		N/A
HSBC North America Holdings Inc.	NY	11565		N/A
Fifth Third Financial Corporation	NC	28092		N/A
BMO Harris	IL	60544	Older American	N/A
Wells Fargo & Company	CA	94507		N/A
TD Bank US Holding Company	AL	36111		N/A
Immediate Credit Recovery				N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	09/26/2013	Closed with explanation	Yes	No
Web	09/20/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with non-monetary relief	Yes	No
Phone	08/28/2013	Closed with explanation	Yes	No
Web	09/26/2013	Closed with monetary relief	Yes	No
Web	10/16/2013	Closed with monetary relief	Yes	No
Phone	09/17/2013	Closed with explanation	Yes	No
Referral	09/10/2013	Closed with monetary relief	Yes	No
Referral	09/18/2013	Closed with monetary relief	Yes	No
Web	09/23/2013	Closed with monetary relief	Yes	Yes
Web	09/17/2013	Closed with explanation	Yes	Yes
Referral	09/27/2013	Closed with monetary relief	Yes	No
Referral	09/27/2013	Closed with explanation	No	Yes
Postal mail	08/28/2013	Closed	Yes	No
Postal mail	09/23/2013	Closed with explanation	Yes	Yes
Web	10/15/2013	Closed with monetary relief	Yes	No
Web	09/17/2013	Closed with explanation	Yes	No
Phone	09/17/2013	Closed with explanation	Yes	No
Referral	09/19/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

542506

536029

558360

558387

505709

542537

558396

529129

521753

529963

536138

529153

542606

542621

501553

536202

557631

529222

529267

529566

Bank Account or Service Complaints

Based on Consumer Complaints

09/26/2013	Bank account or service	Checking account
09/16/2013	Bank account or service	Savings account
09/10/2013	Bank account or service	Savings account
08/27/2013	Bank account or service	Checking account
09/20/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Checking account
09/26/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Checking account
09/26/2013	Bank account or service	Checking account
09/26/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Checking account
10/15/2013	Bank account or service	Checking account
08/28/2013	Bank account or service	Checking account
08/28/2013	Bank account or service	Checking account
08/28/2013	Bank account or service	Checking account
10/02/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

Using a debit or ATM card

Using a debit or ATM card

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

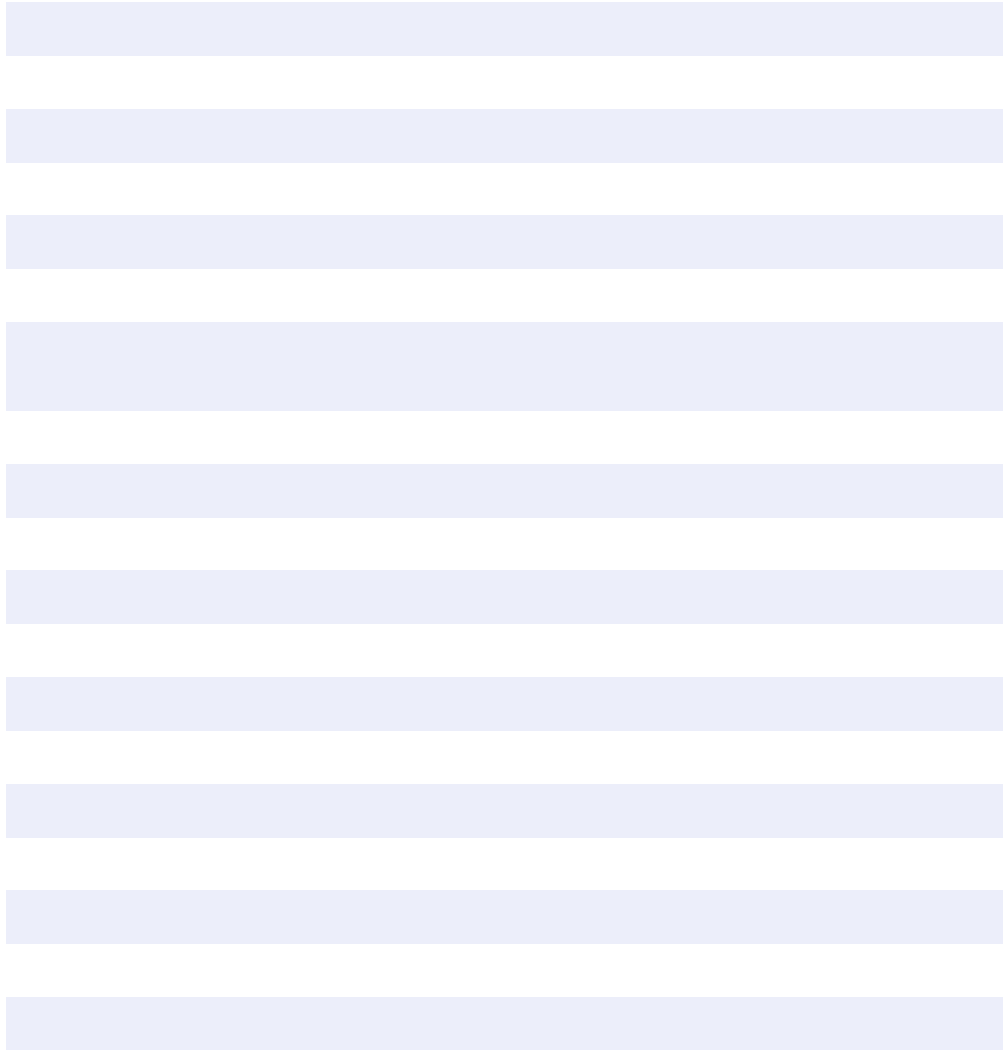
Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

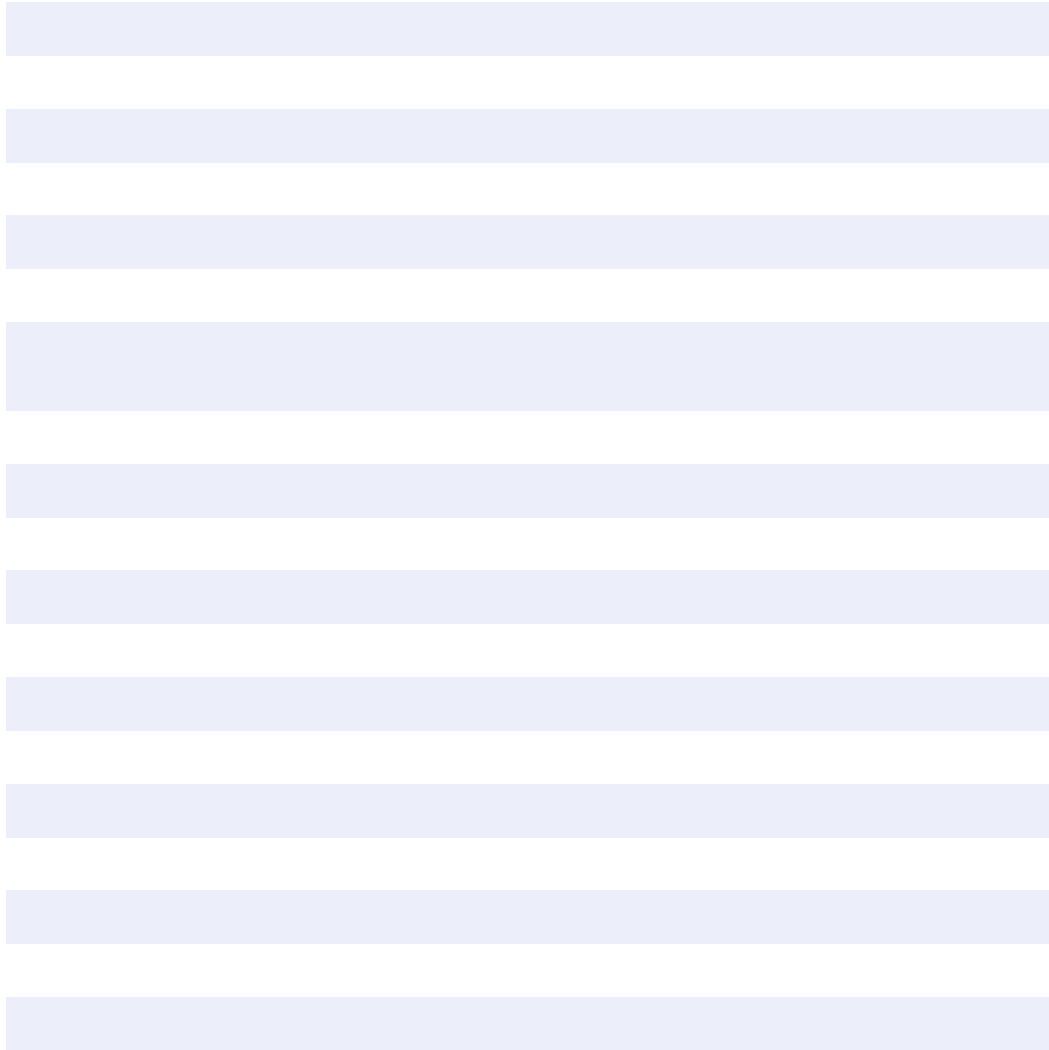
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	CA	91364		N/A
PNC Bank N.A.	OH	44117		N/A
Wells Fargo & Company	CA	90815		N/A
Citizens Financial Group, Inc.	IL	60076		N/A
JPMorgan Chase & Co.	OH	43110		N/A
JPMorgan Chase & Co.	CA	91367		N/A
Wells Fargo & Company	FL	33029		N/A
Wells Fargo & Company	OR	97524		N/A
Wells Fargo & Company	PA	19148	Older American, Servicemember	N/A
Ally Financial Inc.	OH	43342		N/A
Bank of the West	NM	87109		N/A
JPMorgan Chase & Co.	OK	73110		N/A
Wells Fargo & Company	GA	30549		N/A
BMO Harris	WI	53207		N/A
Regions Financial Corporation	SC	29210		N/A
Regions Financial Corporation	FL	33511		N/A
Wells Fargo & Company	TX	75149		N/A
Bank of America	SC	29456		N/A
USAA Savings	OH	43223		N/A
Santander Bank US	MA	01568		N/A
Citizens Financial Group, Inc.	MA	02188		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	09/26/2013	Closed with explanation	Yes	Yes
Phone	09/18/2013	Closed with monetary relief	Yes	No
Postal mail	09/10/2013	Closed with explanation	Yes	No
Phone	10/11/2013	Closed with monetary relief	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Web	09/10/2013	Closed with explanation	Yes	Yes
Web	09/26/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with explanation	Yes	No
Postal mail	09/05/2013	Closed with explanation	Yes	Yes
Referral	09/05/2013	Closed with explanation	Yes	No
Referral	09/05/2013	Closed with monetary relief	Yes	No
Referral	09/06/2013	Closed with monetary relief	Yes	No
Web	09/26/2013	Closed with monetary relief	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	Yes
Referral	09/10/2013	Closed with monetary relief	Yes	No
Referral	09/11/2013	Closed	Yes	No
Phone	10/16/2013	Closed with explanation	Yes	No
Referral	08/29/2013	Closed with monetary relief	Yes	No
Referral	08/29/2013	Closed with monetary relief	Yes	No
Postal mail	08/29/2013	Closed with monetary relief	Yes	No
Web	10/15/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

543267

529290

521719

505989

536316

521723

544862

515563

515036

515893

515664

515670

543313

544873

521850

521948

559054

506274

506490

506120

550583

Bank Account or Service Complaints

Based on Consumer Complaints

10/02/2013	Bank account or service	Checking account
09/17/2013	Bank account or service	Checking account
09/20/2013	Bank account or service	Other bank product/service
09/17/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Checking account
10/02/2013	Bank account or service	Checking account
08/28/2013	Bank account or service	Checking account
09/17/2013	Bank account or service	Checking account
09/20/2013	Bank account or service	Savings account
09/20/2013	Bank account or service	Checking account
09/20/2013	Bank account or service	Checking account
09/17/2013	Bank account or service	Other bank product/service
10/15/2013	Bank account or service	Checking account
09/20/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Checking account
09/26/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Savings account
10/02/2013	Bank account or service	Savings account
10/15/2013	Bank account or service	Checking account
10/15/2013	Bank account or service	Other bank product/service
10/02/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

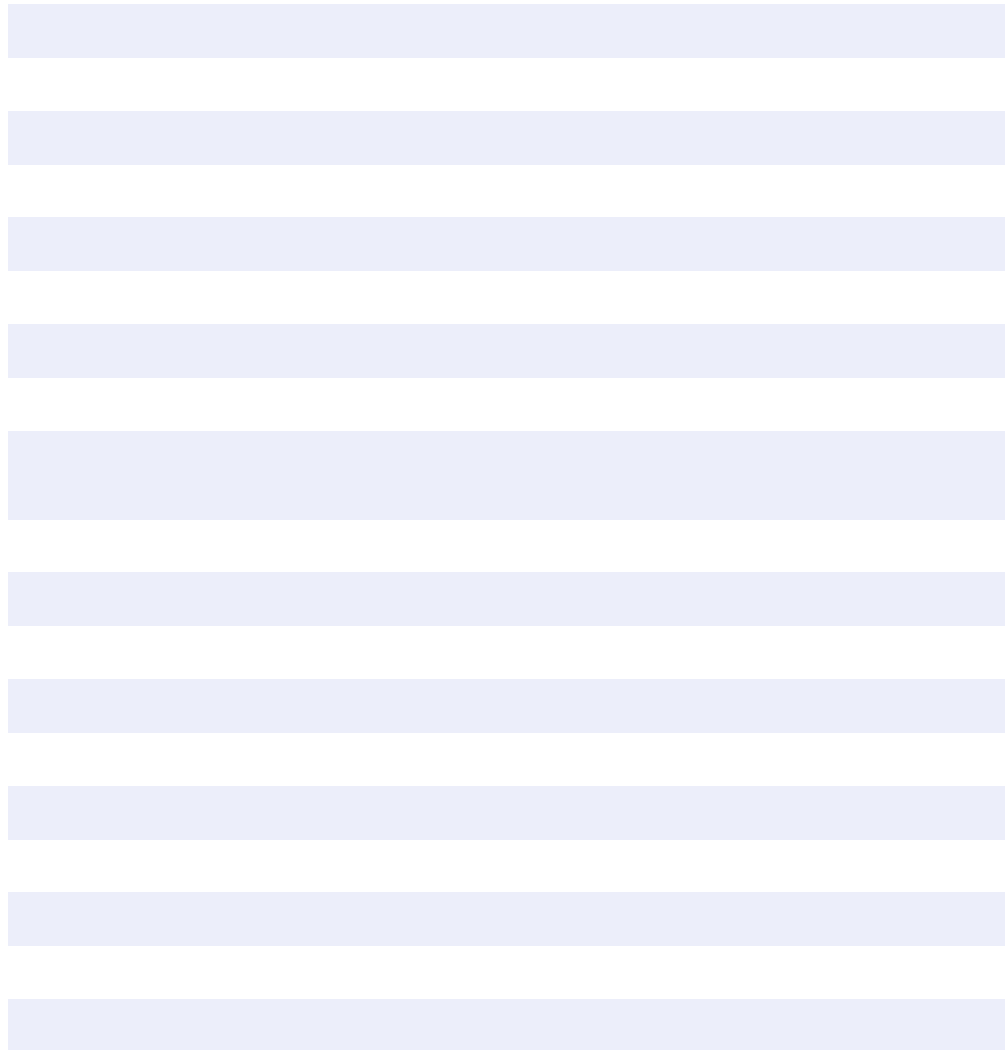
Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Fifth Third Financial Corporation	TN	37716		N/A
JPMorgan Chase & Co.	NY	10007		N/A
Wells Fargo & Company	NY	13033		N/A
Wells Fargo & Company	PA	18360		N/A
Bank of America	CA	95965		N/A
Citibank	VT	05464		N/A
Bank of America	FL	33415		N/A
Wells Fargo & Company	MT	59870		N/A
Wells Fargo & Company	CA	94403		N/A
Capital One	MD	21629		N/A
JPMorgan Chase & Co.	TX	75126	Older American, Servicemember	N/A
Capital One	FL	33578		N/A
JPMorgan Chase & Co.	CA	92509		N/A
JPMorgan Chase & Co.	NY	10455		N/A
Wells Fargo & Company	TX	78332		N/A
Bank of America	VA	23452		N/A
Capital One	CA	95003		N/A
HSBC North America Holdings Inc.	WA	98102		N/A
JPMorgan Chase & Co.	NY	10705		N/A
Capital One	TX	76126		N/A
Capital One	TX	77388		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/03/2013	Closed with monetary relief	Yes	Yes
Referral	09/18/2013	Closed with monetary relief	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No
Referral	09/18/2013	Closed with explanation	Yes	No
Postal mail	09/11/2013	Closed with explanation	Yes	No
Postal mail	10/02/2013	Closed with explanation	Yes	No
Referral	08/29/2013	Closed with explanation	Yes	No
Web	09/18/2013	Closed with monetary relief	Yes	No
Web	09/23/2013	Closed with monetary relief	Yes	No
Web	09/20/2013	Closed with monetary relief	Yes	No
Web	09/20/2013	Closed with monetary relief	Yes	No
Fax	09/18/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	No
Phone	09/23/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	Yes
Phone	09/26/2013	Closed with explanation	Yes	No
Web	09/06/2013	Closed with explanation	Yes	Yes
Referral	11/04/2013	Closed	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Postal mail	10/16/2013	Closed with explanation	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

550762

530609

536549

530754

521935

551232

506206

530211

536599

536506

537728

531713

559325

536718

522060

543628

515920

550891

558925

559155

550908

Bank Account or Service Complaints

Based on Consumer Complaints

09/17/2013	Bank account or service	Other bank product/service
08/28/2013	Bank account or service	Savings account
09/20/2013	Bank account or service	Checking account
09/05/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Other bank product/service
10/15/2013	Bank account or service	(CD) Certificate of deposit
09/20/2013	Bank account or service	Checking account
10/02/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Checking account
09/26/2013	Bank account or service	Checking account
08/28/2013	Bank account or service	Checking account
08/28/2013	Bank account or service	Checking account
10/15/2013	Bank account or service	Other bank product/service
10/15/2013	Bank account or service	Checking account
09/26/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
10/15/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
10/15/2013	Bank account or service	Checking account
10/15/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

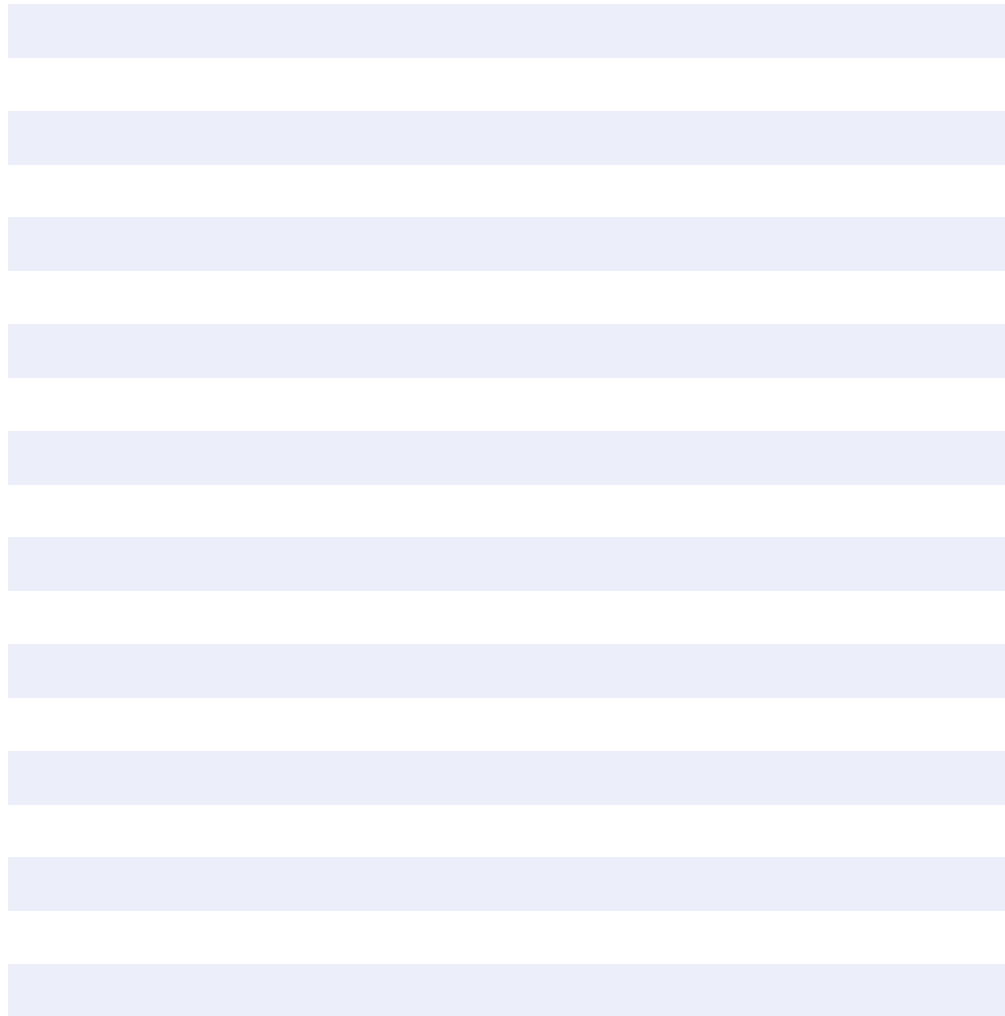
Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

PNC Bank N.A.	NY	13684	Servicemember	N/A
JPMorgan Chase & Co.	OR	97006		N/A
Wells Fargo & Company	CA	92346		N/A
U.S. Bancorp	CA	92411		N/A
Flagstar Bank	MI	48009		N/A
Wells Fargo & Company	SC	29566	Older American	N/A
Frost Bank	TX	78284		N/A
JPMorgan Chase & Co.	CA	92346		N/A
Fidelity National Information Services, Inc. (FNIS)	CA	95826		N/A
Citizens Financial Group, Inc.	MA	02155		N/A
Bank of the West	CA	95640		N/A
Ally Financial Inc.	CA	90405		N/A
Ford Motor Credit Company	SC	29696		N/A
JPMorgan Chase & Co.	NY	10303		N/A
USAA Savings	KY	40222		N/A
U.S. Bancorp	OH	43004		N/A
Union Bank	CA	90221		N/A
Bank of America	TN	37621	Servicemember	N/A
Wells Fargo & Company	VA	22210		N/A
Bank of America	MA	01851	Servicemember	N/A
Ally Financial Inc.	CA	92311		N/A
Wells Fargo & Company	VA	22181		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	09/18/2013	Closed with non-monetary relief	Yes	No
Referral	08/29/2013	Closed with explanation	Yes	Yes
Web	09/23/2013	Closed with explanation	Yes	No
Referral	09/06/2013	Closed with monetary relief	Yes	No
Web	09/13/2013	Closed with explanation	Yes	No
Postal mail	10/16/2013	Closed with explanation	Yes	Yes
Referral	09/23/2013	Closed with monetary relief	Yes	No
Phone	10/03/2013	Closed with explanation	Yes	No
Phone	09/11/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with monetary relief	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	No
Referral	08/30/2013	Closed with explanation	Yes	No
Postal mail	10/16/2013	Closed with explanation	Yes	No
Referral	10/16/2013	Closed with explanation	Yes	Yes
Phone	09/27/2013	Closed with monetary relief	Yes	No
Referral	09/11/2013	Closed with monetary relief	Yes	No
Web	10/03/2013	Closed with monetary relief	Yes	No
Postal mail	10/16/2013	Closed with monetary relief	Yes	No
Referral	10/03/2013	Closed with monetary relief	Yes	No
Phone	10/16/2013	Closed with explanation	Yes	Yes
Web	10/16/2013	Closed with monetary relief	Yes	No
Referral	10/03/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

530394

507827

536705

516713

522165

559855

536866

550910

522217

543782

508582

508583

559463

559793

543126

521240

551450

558899

551478

559532

558940

551722

Bank Account or Service Complaints

Based on Consumer Complaints

10/15/2013	Bank account or service	(CD) Certificate of deposit
10/03/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
09/21/2013	Bank account or service	Checking account
10/15/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
09/22/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
10/15/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Other bank product/service
08/28/2013	Bank account or service	Checking account
09/22/2013	Bank account or service	Checking account
09/22/2013	Bank account or service	Checking account
08/28/2013	Bank account or service	Checking account
09/22/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Checking account
09/26/2013	Bank account or service	Other bank product/service
09/26/2013	Bank account or service	Checking account
08/28/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
09/22/2013	Bank account or service	Cashing a check without an account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	PA	18901	Older American	N/A
Amex	TX	77095		N/A
Navy FCU	TX	76244		N/A
JPMorgan Chase & Co.	CA	95490		N/A
Citizens Financial Group, Inc.	OH	44683		N/A
Navy FCU				N/A
Bank of America	NV	89031		N/A
UMB Bank	MO	63122		N/A
Wells Fargo & Company	FL	34114		N/A
PayPal Holdings, Inc.	CA	90094		N/A
Citibank	NY	10010		N/A
JPMorgan Chase & Co.	NC	27410	Older American	N/A
Bank of America	DE	19809		N/A
Wells Fargo & Company	NC	28056		N/A
Bank of America	DE	19809		N/A
TD Bank US Holding Company	DE	19808		N/A
Bank of America	CA	94587		N/A
U.S. Bancorp	MN	55920		N/A
TD Bank US Holding Company	NJ	07026		N/A
Bank of America	FL	32506	Older American	N/A
Bank of America	CT	06610		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	10/16/2013	Closed with monetary relief	Yes	No
Referral	10/04/2013	Closed with monetary relief	Yes	Yes
Email	10/03/2013	Closed with explanation	Yes	No
Web	09/23/2013	Closed with monetary relief	Yes	No
Phone	10/16/2013	Closed with monetary relief	Yes	No
Email	10/03/2013	Closed with explanation	Yes	Yes
Web	09/24/2013	Closed with explanation	Yes	No
Web	10/04/2013	Closed with explanation	Yes	No
Referral	10/16/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with non-monetary relief	Yes	No
Web	08/29/2013	Closed with monetary relief	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with non-monetary relief	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Web	10/16/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	Yes
Referral	09/27/2013	Closed with explanation	Yes	Yes
Phone	09/03/2013	Closed with explanation	Yes	Yes
Web	10/04/2013	Closed with monetary relief	Yes	No
Web	09/23/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

558905

551787

551688

537088

559556

551697

537150

551548

559589

522421

506756

535607

537604

506760

537143

560041

544037

544884

506603

551638

537219

Bank Account or Service Complaints

Based on Consumer Complaints

09/23/2013	Bank account or service	Savings account
09/23/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Checking account
09/26/2013	Bank account or service	Checking account
08/28/2013	Bank account or service	Savings account
09/23/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Checking account
09/10/2013	Bank account or service	Checking account
09/26/2013	Bank account or service	Checking account
09/11/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
09/11/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
09/11/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Other bank product/service
10/16/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Making/receiving payments, sending money

Deposits and withdrawals

Making/receiving payments, sending money

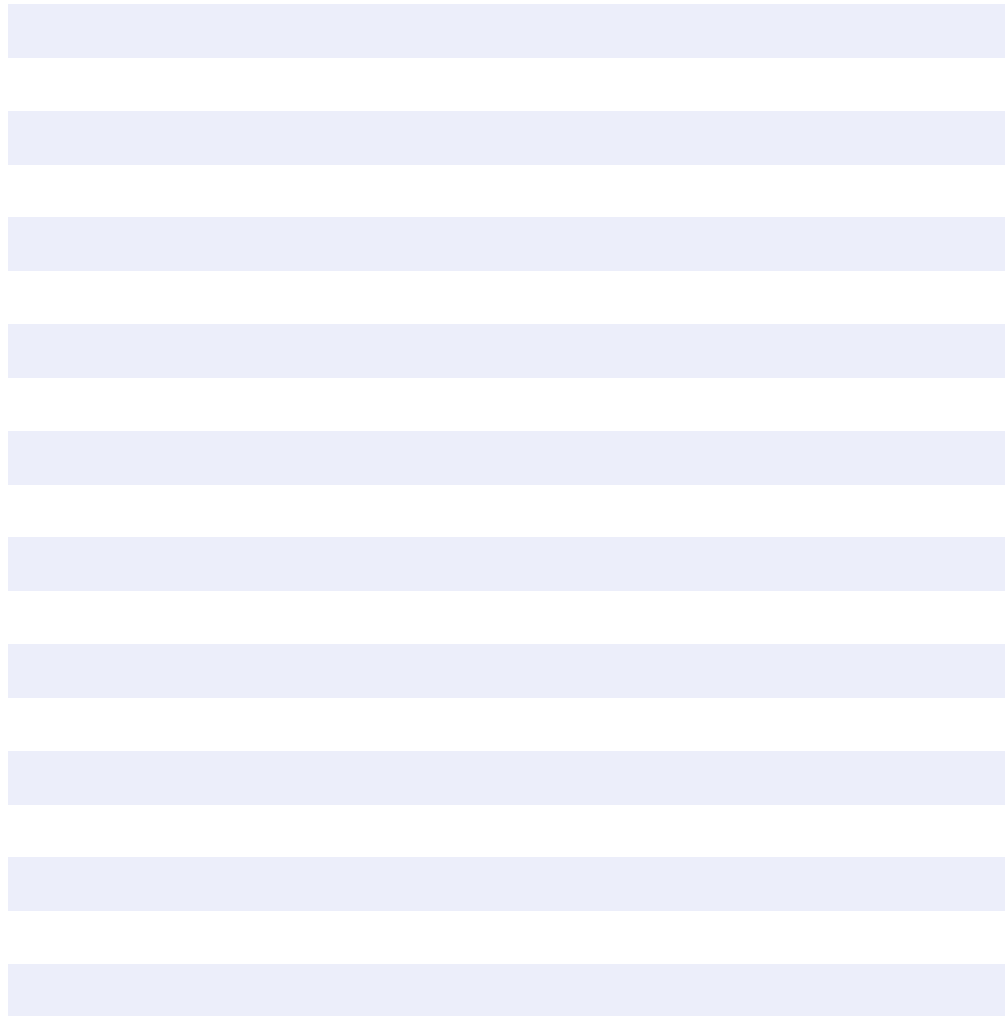
Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

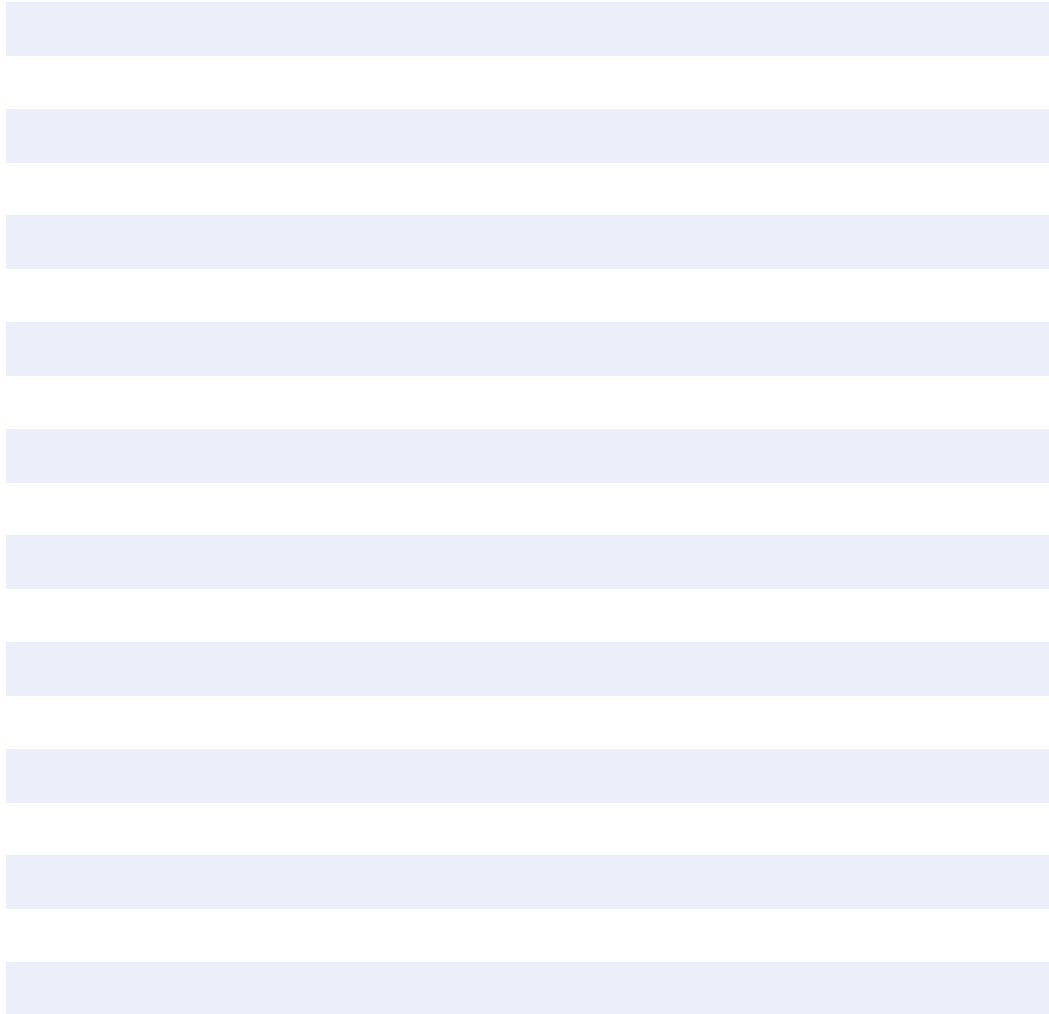
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

TCF National Bank	CO	80120	Older American	N/A
TD Bank US Holding Company	NY	12901		N/A
SunTrust Banks, Inc.	VA	23294		N/A
Wells Fargo & Company	FL	32257		N/A
JPMorgan Chase & Co.	WI	53538		N/A
Bank of America	IL	60487		N/A
JPMorgan Chase & Co.	NY	10003		N/A
Regions Financial Corporation	LA	70563		N/A
Bank of America	PA	19464	Older American	N/A
Wells Fargo & Company	FL	33462		N/A
PNC Bank N.A.	IL	60156		N/A
Union Bank	CA	92110	Older American	N/A
Astoria Bank	NY	11747		N/A
Ally Financial Inc.	CA	91423		N/A
Bank of America	MA	02043		N/A
Wells Fargo & Company	FL	33029		N/A
USAA Savings	FL	33570		N/A
Santander Bank US	PA	19081		N/A
Valley National Bank	NY	11749		N/A
Bank of America	MO	21239		N/A
JPMorgan Chase & Co.	NY	11747		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	09/27/2013	Closed with explanation	Yes	Yes
Referral	09/23/2013	Closed with monetary relief	Yes	Yes
Referral	10/16/2013	Closed with explanation	Yes	No
Postal mail	10/16/2013	Closed	Yes	No
Referral	09/11/2013	Closed with explanation	Yes	No
Phone	09/27/2013	Closed with explanation	Yes	No
Web	09/05/2013	Closed with explanation	Yes	No
Referral	09/23/2013	Closed with monetary relief	Yes	No
Web	10/16/2013	Closed with monetary relief	Yes	Yes
Web	09/11/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed	Yes	Yes
Web	09/11/2013	Closed with monetary relief	Yes	No
Referral	10/17/2013	Closed	Yes	Yes
Web	10/03/2013	Closed with explanation	Yes	Yes
Web	09/11/2013	Closed with monetary relief	Yes	No
Referral	10/04/2013	Closed with explanation	Yes	Yes
Referral	10/04/2013	Closed with explanation	Yes	No
Web	09/11/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	No
Postal mail	10/16/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

537836

538033

560721

559918

522591

544144

507754

538040

560204

522634

544168

523205

560361

551826

522700

552316

551863

523289

559884

560353

560363

Bank Account or Service Complaints

Based on Consumer Complaints

10/03/2013	Bank account or service	Checking account
09/26/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Checking account
08/28/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Other bank product/service
10/03/2013	Bank account or service	Checking account
09/11/2013	Bank account or service	Checking account
10/03/2013	Bank account or service	Checking account
09/27/2013	Bank account or service	Checking account
09/27/2013	Bank account or service	Checking account
09/27/2013	Bank account or service	Other bank product/service
09/27/2013	Bank account or service	Savings account
10/04/2013	Bank account or service	Checking account
10/04/2013	Bank account or service	Checking account
09/11/2013	Bank account or service	Checking account
10/04/2013	Bank account or service	Checking account
10/04/2013	Bank account or service	Other bank product/service
09/27/2013	Bank account or service	Other bank product/service
09/23/2013	Bank account or service	Savings account
10/04/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Problems caused by my funds being low

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

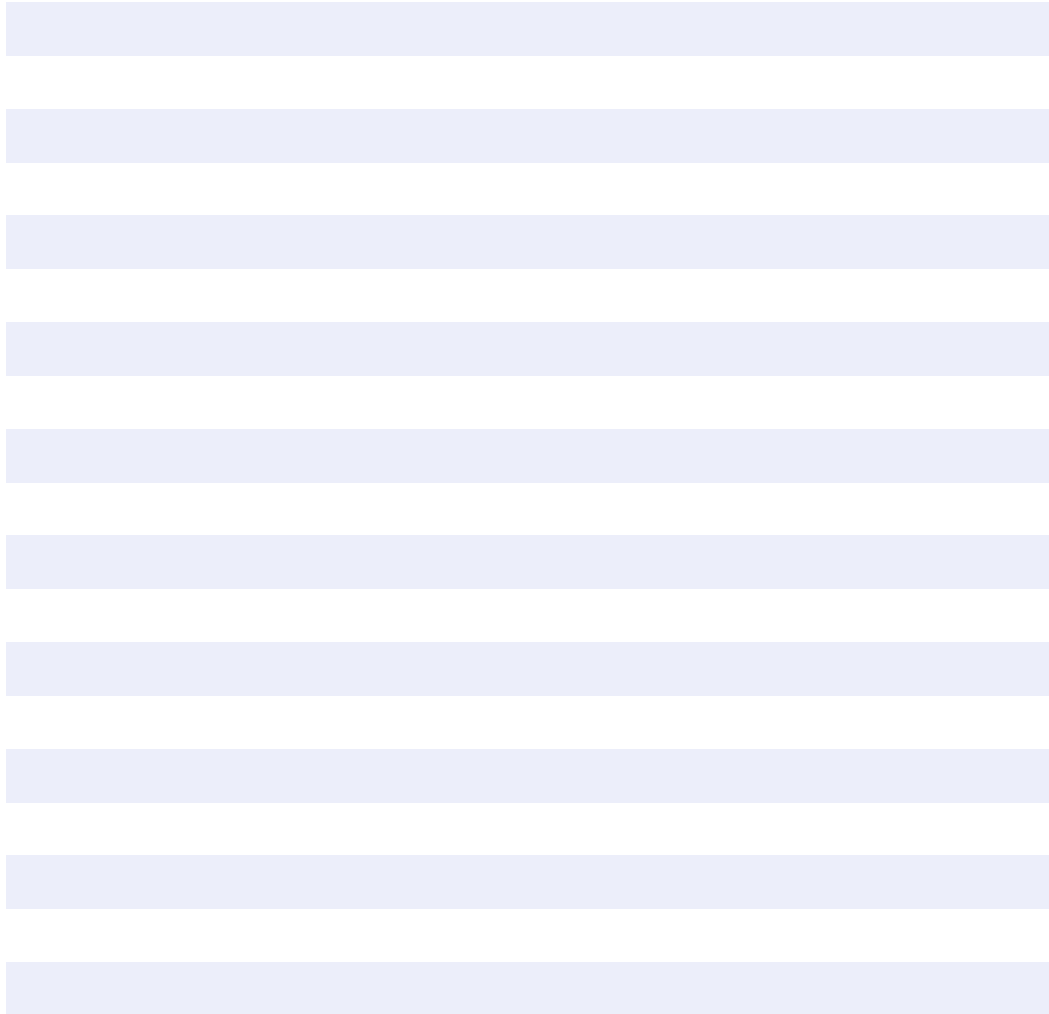
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Comerica	MI	48314	N/A
Bank of America	NJ	07079	N/A
Comerica	CA	92801	N/A
Bank of America	CA	91604	N/A
Wells Fargo & Company	PA	19152	N/A
PNC Bank N.A.	NJ	07960	N/A
Regions Financial Corporation	AR	72401	N/A
Bank of America	NJ	08502	N/A
Wells Fargo & Company	PA	15636	N/A
JPMorgan Chase & Co.	CA	95315	N/A
People's United Bank	NY	10470	N/A
Western Portfolio Assets	MN	56367	N/A
BBVA Compass	MA	02145	N/A
Bank of America	WA	98155	N/A
USAA Savings	VT	05401	N/A
Wells Fargo & Company	ID	83634	N/A
The Huntington National Bank	MI	49010	N/A
Vital Solutions, Inc.	CA	92592	N/A
Citibank	FL	33015	N/A
M&T Bank Corporation	NJ	07928	N/A
SunTrust Banks, Inc.	SC	29302	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/04/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with monetary relief	Yes	No
Web	10/04/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Web	08/29/2013	Closed with explanation	Yes	No
Web	10/04/2013	Closed with explanation	Yes	No
Web	10/04/2013	Closed with monetary relief	Yes	No
Phone	09/11/2013	Closed with monetary relief	Yes	Yes
Referral	10/04/2013	Closed with monetary relief	Yes	No
Web	09/27/2013	Closed with explanation	Yes	No
Web	09/27/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with explanation	No	No
Referral	10/02/2013	Closed with explanation	Yes	No
Referral	10/07/2013	Closed	Yes	Yes
Web	10/04/2013	Closed with explanation	Yes	No
Postal mail	09/12/2013	Closed with explanation	Yes	No
Web	10/04/2013	Closed with explanation	Yes	No
Referral	10/04/2013	Closed with explanation	Yes	Yes
Web	09/30/2013	Closed with explanation	Yes	No
Postal mail	09/23/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

552023

544389

551275

560730

508037

552166

552183

523521

552086

545192

545208

545210

545676

552833

552610

523634

552623

552633

546723

539318

552702

Bank Account or Service Complaints

Based on Consumer Complaints

09/27/2013	Bank account or service	Checking account
10/04/2013	Bank account or service	Checking account
10/04/2013	Bank account or service	Checking account
10/04/2013	Bank account or service	Checking account
10/04/2013	Bank account or service	Checking account
09/23/2013	Bank account or service	(CD) Certificate of deposit
09/23/2013	Bank account or service	Checking account
09/23/2013	Bank account or service	Other bank product/service
09/27/2013	Bank account or service	Checking account
09/23/2013	Bank account or service	Savings account
09/27/2013	Bank account or service	Other bank product/service
09/27/2013	Bank account or service	Checking account
09/27/2013	Bank account or service	Checking account
09/27/2013	Bank account or service	Checking account
10/04/2013	Bank account or service	Checking account
10/04/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Other bank product/service
10/05/2013	Bank account or service	Checking account
09/27/2013	Bank account or service	Checking account
09/23/2013	Bank account or service	Checking account
09/27/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

Using a debit or ATM card

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

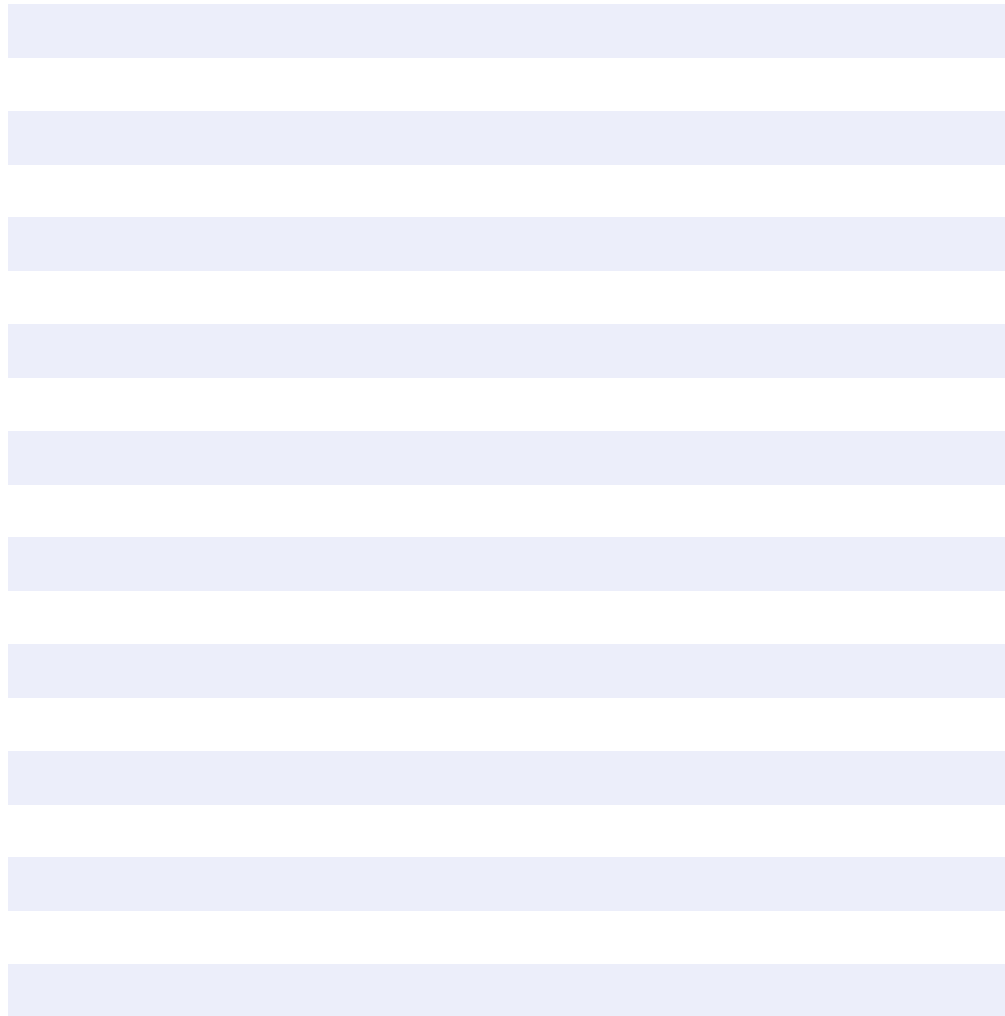
Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

BNY Mellon	VA	22182		N/A
TD Bank US Holding Company	DE	19701		N/A
Wells Fargo & Company	FL	33328		N/A
Wells Fargo & Company	CA	92223		N/A
Bank of America	TX	75001		N/A
First Tennessee Bank	TN	38111		N/A
JPMorgan Chase & Co.	ID	83701		N/A
Citibank	NJ	08902		N/A
Associated Bank	WI	54303		N/A
Wells Fargo & Company	CT	06513		N/A
Citizens Financial Group, Inc.	RI	02911	Older American	N/A
JPMorgan Chase & Co.	IN	46394		N/A
Wells Fargo & Company	PA	19343		N/A
Comerica	GA	30707		N/A
PNC Bank N.A.				N/A
Wells Fargo & Company	FL	33511		N/A
Citibank	TX	77072		N/A
Wells Fargo & Company	CA	92649	Older American	N/A
Wells Fargo & Company	UT	84074		N/A
Citizens Financial Group, Inc.	RI	02919		N/A
Wells Fargo & Company	MN	55033		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/01/2013	Closed with monetary relief	Yes	No
Referral	10/07/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with monetary relief	Yes	Yes
Referral	10/07/2013	Closed with non-monetary relief	Yes	No
Referral	10/08/2013	Closed with explanation	Yes	No
Postal mail	09/24/2013	Closed with explanation	Yes	Yes
Referral	09/24/2013	Closed with monetary relief	Yes	No
Referral	09/24/2013	Closed with explanation	Yes	Yes
Referral	09/30/2013	Closed with explanation	Yes	Yes
Phone	09/24/2013	Closed with monetary relief	Yes	No
Phone	10/02/2013	Closed with explanation	Yes	Yes
Referral	09/30/2013	Closed with explanation	Yes	No
Phone	10/01/2013	Closed with monetary relief	Yes	No
Phone	09/30/2013	Closed with explanation	Yes	No
Phone	10/07/2013	Closed with monetary relief	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with non-monetary relief	Yes	No
Web	10/07/2013	Closed with explanation	Yes	Yes
Web	10/01/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

545414

552765

552850

552994

553474

539315

538406

538243

545753

538346

545795

546223

545889

545901

552946

552999

568144

553073

546197

538740

546218

Bank Account or Service Complaints

Based on Consumer Complaints

10/23/2013	Bank account or service	Checking account
10/05/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Checking account
10/05/2013	Bank account or service	Savings account
10/06/2013	Bank account or service	Checking account
09/27/2013	Bank account or service	Other bank product/service
10/23/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Other bank product/service
09/28/2013	Bank account or service	Checking account
09/28/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Checking account
09/28/2013	Bank account or service	Other bank product/service
09/24/2013	Bank account or service	Checking account
09/28/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Other bank product/service
10/16/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	NY	11210	N/A
JPMorgan Chase & Co.	IL	60120	N/A
JPMorgan Chase & Co.	NY	11234	N/A
Synchrony Financial	IL	60477	N/A
Fifth Third Financial Corporation	TN	37831	N/A
JPMorgan Chase & Co.	AZ	85009	N/A
Wells Fargo & Company	NJ	08520	N/A
Select Portfolio Servicing, Inc	MI	48359	N/A
Wells Fargo & Company	TX	78609	N/A
Wells Fargo & Company	CA	92660	N/A
Bank of America	GA	30040	N/A
Capital One	NJ	08723	N/A
TCF National Bank	FL	33612	N/A
JPMorgan Chase & Co.	FL	33326	N/A
Wells Fargo & Company	FL	34949	N/A
M&T Bank Corporation	VA	22207	N/A
Comerica	OH	45504	N/A
FirstMerit Bank	OH	44256	N/A
SunTrust Banks, Inc.	NC	28031	N/A
Bank of America	CA	91335	N/A
The Huntington National Bank	KY	41073	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	10/23/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with monetary relief	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Web	10/07/2013	Closed with explanation	Yes	No
Phone	09/30/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with monetary relief	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Postal mail	09/30/2013	Closed with explanation	Yes	Yes
Web	09/30/2013	Closed with explanation	Yes	No
Referral	09/24/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	Yes
Referral	09/25/2013	Closed with explanation	Yes	No
Postal mail	09/30/2013	Closed with explanation	Yes	No
Referral	09/24/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with monetary relief	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	No
Referral	10/10/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

568256

553127

568263

553162

553167

546291

568373

568375

546451

546462

539691

560868

539436

547144

539636

546563

568601

560474

560606

556083

575743

Bank Account or Service Complaints

Based on Consumer Complaints

10/23/2013	Bank account or service	Other bank product/service
10/07/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	(CD) Certificate of deposit
10/29/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Checking account
10/07/2013	Bank account or service	Checking account
09/29/2013	Bank account or service	Checking account
10/07/2013	Bank account or service	Checking account
10/16/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Savings account
09/30/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	(CD) Certificate of deposit
10/29/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Other bank product/service
09/24/2013	Bank account or service	Other bank product/service
09/30/2013	Bank account or service	Checking account
10/07/2013	Bank account or service	Checking account
09/30/2013	Bank account or service	Checking account
10/07/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Using a debit or ATM card

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Fidelity National Information Services, Inc. (FNIS)	FL	32176		N/A
BB&T Financial	GA	31309		N/A
Regions Financial Corporation	AL	35806		N/A
USAA Savings	AZ	85132		N/A
JPMorgan Chase & Co.	CA	91321		N/A
Wells Fargo & Company	FL	34461		N/A
Wells Fargo & Company	FL	32601		N/A
PNC Bank N.A.	PA	19146		N/A
Citibank	CA	90242	Older American	N/A
Navy FCU	CA	92154		N/A
Fifth Third Financial Corporation	MI	49505		N/A
BB&T Financial	VA	23944		N/A
Bank of America	PA	18219		N/A
BBVA Compass	CO	80203		N/A
U.S. Bancorp	CO	80401	Older American	N/A
PNC Bank N.A.	NC	27616		N/A
Amex	NJ	07070		N/A
TCF National Bank	FL	33308		N/A
TCF National Bank	IL	60429		N/A
Citibank	FL	33131		N/A
Bank of America	VA	22193		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/24/2013	Closed with explanation	Yes	No
Referral	10/08/2013	Closed	Yes	No
Web	09/24/2013	Closed	Yes	No
Postal mail	10/29/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	No
Referral	10/08/2013	Closed with monetary relief	Yes	No
Web	09/30/2013	Closed with monetary relief	Yes	No
Web	10/08/2013	Closed with non-monetary relief	Yes	No
Postal mail	10/18/2013	Closed with non-monetary relief	Yes	No
Phone	10/24/2013	Closed with explanation	Yes	No
Web	09/30/2013	Closed with explanation	Yes	No
Phone	09/25/2013	Closed with explanation	Yes	Yes
Web	10/29/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	Yes
Web	09/25/2013	Closed with explanation	Yes	No
Referral	09/25/2013	Closed with monetary relief	Yes	No
Web	10/01/2013	Closed with monetary relief	Yes	No
Referral	10/08/2013	Closed with explanation	Yes	No
Referral	10/01/2013	Closed with explanation	Yes	No
Referral	10/08/2013	Closed with monetary relief	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

568750

553987

539628

575785

568850

553995

546655

554011

559881

568746

547228

539755

575939

568782

539761

540132

547362

554237

547730

554248

539826

Bank Account or Service Complaints

Based on Consumer Complaints

10/16/2013	Bank account or service	Checking account
10/17/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Checking account
10/07/2013	Bank account or service	Checking account
09/30/2013	Bank account or service	Checking account
10/07/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Checking account
09/30/2013	Bank account or service	Checking account
10/17/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Checking account
10/17/2013	Bank account or service	Checking account
09/30/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Checking account
10/17/2013	Bank account or service	Checking account
10/17/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Other bank product/service
09/24/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	CA	92807		N/A
Wells Fargo & Company	CA	95118		N/A
Santander Bank US	NJ	08527		N/A
Bank of America	MD	21215	Older American	N/A
TD Bank US Holding Company	MA	01867		N/A
Regions Financial Corporation	MS	39206		N/A
Bank of America	NY	12065		N/A
JPMorgan Chase & Co.	TX	75243		N/A
Fifth Third Financial Corporation	IL	60090		N/A
TCF National Bank	IL	60543		N/A
FirstBank	AZ	85140		N/A
TD Bank US Holding Company	NY	11233		N/A
Wells Fargo & Company	AZ	85718		N/A
HSBC North America Holdings Inc.	NY	11209		N/A
The Huntington National Bank	OH	43326		N/A
BB&T Financial	NC	27703		N/A
PNC Bank N.A.	PA	15221		N/A
Wells Fargo & Company	CA	91604		N/A
BB&T Financial	FL	33408		N/A
Wells Fargo & Company	OH	43812	Older American	N/A
Wells Fargo & Company	TX	78502		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	10/17/2013	Closed with non-monetary relief	Yes	No
Phone	10/17/2013	Closed with monetary relief	Yes	No
Web	10/30/2013	Closed	Yes	No
Postal mail	10/08/2013	Closed with monetary relief	Yes	No
Web	10/01/2013	Closed with monetary relief	Yes	No
Referral	10/09/2013	Closed	Yes	Yes
Phone	09/25/2013	Closed with explanation	Yes	No
Web	10/01/2013	Closed with explanation	Yes	Yes
Referral	10/17/2013	Closed with monetary relief	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	10/24/2013	Closed with explanation	Yes	Yes
Web	10/17/2013	Closed with explanation	Yes	No
Phone	10/01/2013	Closed with explanation	Yes	No
Web	09/25/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	Yes
Web	10/17/2013	Closed with monetary relief	Yes	Yes
Web	09/25/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	Yes
Web	09/25/2013	Closed with monetary relief	Yes	No
Web	09/25/2013	Closed with monetary relief	Yes	No
Phone	09/25/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

560689

561094

576012

553607

547427

554320

539893

547470

561197

576061

569098

561178

547524

539989

561220

561224

540031

569002

540059

540099

540100

Bank Account or Service Complaints

Based on Consumer Complaints

09/30/2013	Bank account or service	(CD) Certificate of deposit
10/24/2013	Bank account or service	Checking account
09/30/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/17/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Checking account
09/24/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Checking account
10/17/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
09/30/2013	Bank account or service	Other bank product/service
10/08/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/08/2013	Bank account or service	Other bank product/service
10/24/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/08/2013	Bank account or service	Checking account
10/08/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

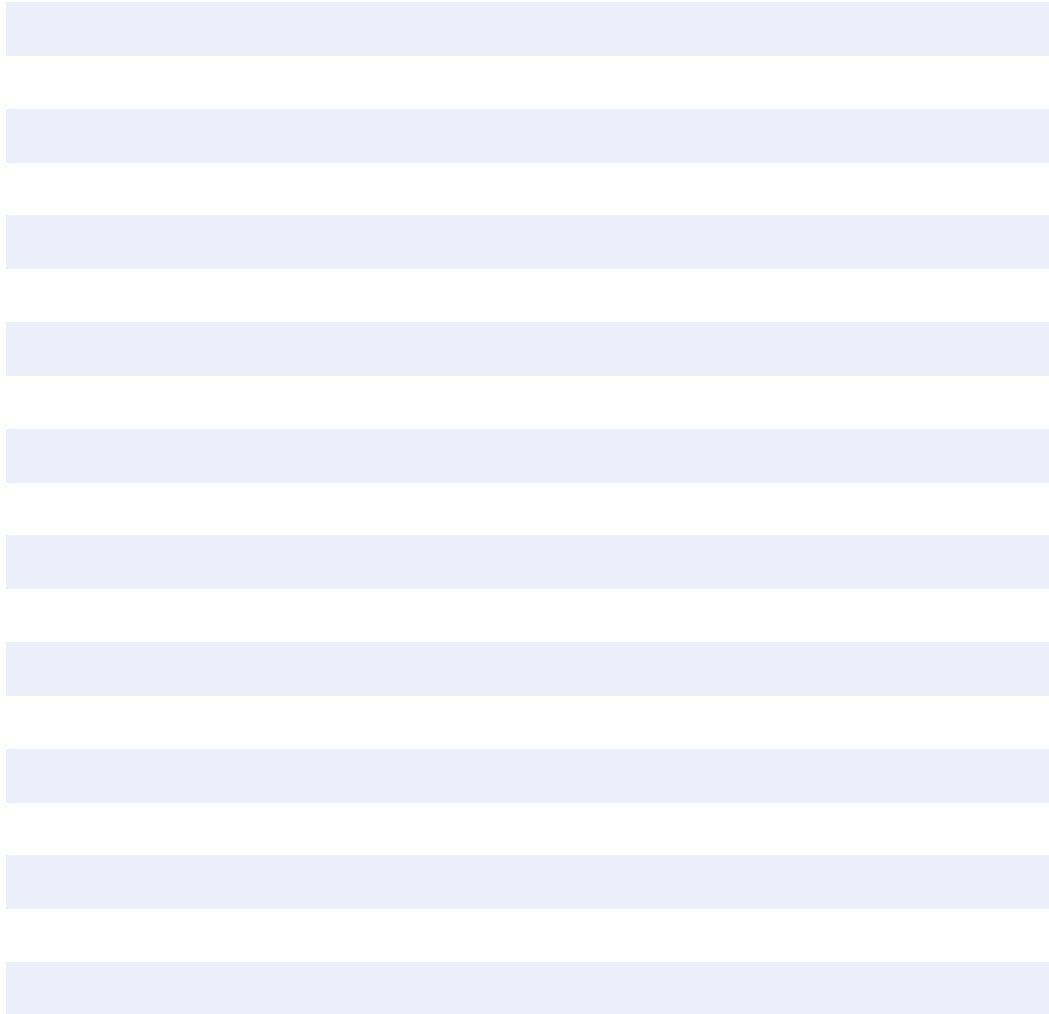
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

M&T Bank Corporation	DE	19934		N/A
Navy FCU	NC	28540	Servicemember	N/A
BBVA Compass	TX	76226		N/A
Bank of America	GA	30097		N/A
Bank of America	CA	90815		N/A
The Huntington National Bank	OH	44485	Older American	N/A
Citizens Financial Group, Inc.	PA	15071		N/A
Union Bank	CA	92022	Older American	N/A
SunTrust Banks, Inc.	VA	23507		N/A
BB&T Financial	SC	29526		N/A
Bank of America	MD	21140		N/A
PNC Bank N.A.	MD	21044		N/A
The Western Union Company	FL	32073		N/A
Regions Financial Corporation	NE	68508		N/A
Wells Fargo & Company	CT	06320		N/A
BB&T Financial	VA	23229		N/A
Fifth Third Financial Corporation	OH	45701		N/A
Bank of America	CA	94590		N/A
U.S. Bancorp	MN	55107		N/A
Bank of America	RI	02920		N/A
Regions Financial Corporation	TN	37343		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/01/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	Yes
Referral	10/01/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with monetary relief	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Web	09/24/2013	Closed with explanation	Yes	Yes
Web	09/24/2013	Closed with monetary relief	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	10/17/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	No
Web	10/02/2013	Closed with explanation	Yes	No
Postal mail	10/08/2013	Closed	Yes	Yes
Referral	10/24/2013	Closed with monetary relief	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	No
Referral	12/05/2013	Closed with explanation	Yes	Yes
Referral	10/25/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

547677

569522

548263

569596

569601

569610

561340

540156

540087

576312

561375

569646

547757

554759

569498

569707

554872

570583

570201

554913

554918

Bank Account or Service Complaints

Based on Consumer Complaints

10/08/2013	Bank account or service	Checking account
10/17/2013	Bank account or service	Checking account
10/17/2013	Bank account or service	Other bank product/service
10/08/2013	Bank account or service	Other bank product/service
10/29/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Other bank product/service
10/17/2013	Bank account or service	Checking account
10/08/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/08/2013	Bank account or service	Checking account
10/08/2013	Bank account or service	Checking account
10/08/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	(CD) Certificate of deposit
10/08/2013	Bank account or service	Checking account
10/08/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Checking account
10/17/2013	Bank account or service	Savings account
10/17/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Making/receiving payments, sending money

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

M&T Bank Corporation	MD	21209		N/A
JPMorgan Chase & Co.	NJ	07762		N/A
HSBC North America Holdings Inc.	NY	10543		N/A
HSBC North America Holdings Inc.	NY	13206		N/A
UMB Bank	KS	67401		N/A
Wells Fargo & Company	AL	36117		N/A
Wells Fargo & Company	FL	32926		N/A
Wells Fargo & Company	TX	77084		N/A
Wells Fargo & Company	TX	75051		N/A
Wells Fargo & Company	FL	33172		N/A
U.S. Bancorp	CO	80249		N/A
Union Bank	CA	92130	Older American	N/A
Citibank	NY	10705		N/A
PNC Bank N.A.	OH	44126		N/A
BB&T Financial	SC	29720		N/A
Regions Financial Corporation	GA	30088		N/A
TD Bank US Holding Company	NY	11732		N/A
Regions Financial Corporation	FL	32814		N/A
Wells Fargo & Company	TX	78542		N/A
Santander Bank US	RI	02910		N/A
Bank of America	NY	11105		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/08/2013	Closed with explanation	Yes	No
Referral	10/17/2013	Closed with explanation	Yes	No
Web	10/18/2013	Closed with explanation	Yes	No
Web	10/08/2013	Closed	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	No
Phone	10/18/2013	Closed with explanation	Yes	No
Referral	10/08/2013	Closed with explanation	Yes	No
Phone	10/30/2013	Closed with explanation	Yes	No
Phone	10/24/2013	Closed with explanation	Yes	No
Web	10/30/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with monetary relief	Yes	No
Phone	10/08/2013	Closed with explanation	Yes	No
Referral	10/09/2013	Closed with monetary relief	Yes	Yes
Web	10/09/2013	Closed with explanation	Yes	Yes
Web	10/24/2013	Closed	Yes	Yes
Referral	10/09/2013	Closed with monetary relief	Yes	No
Web	10/09/2013	Closed	Yes	Yes
Web	10/29/2013	Closed with non-monetary relief	Yes	Yes
Phone	10/21/2013	Closed	Yes	Yes
Postal mail	10/21/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

554944

561486

561574

555023

576478

576481

561593

555112

576523

569857

574996

569940

554736

555385

554712

569470

555367

555505

575141

561810

561814

Bank Account or Service Complaints

Based on Consumer Complaints

11/07/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Other bank product/service
10/24/2013	Bank account or service	(CD) Certificate of deposit
10/24/2013	Bank account or service	Other bank product/service
11/07/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account
10/08/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account
11/02/2013	Bank account or service	(CD) Certificate of deposit
11/08/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Savings account
11/08/2013	Bank account or service	Checking account
11/03/2013	Bank account or service	Checking account
11/03/2013	Bank account or service	Other bank product/service
10/24/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

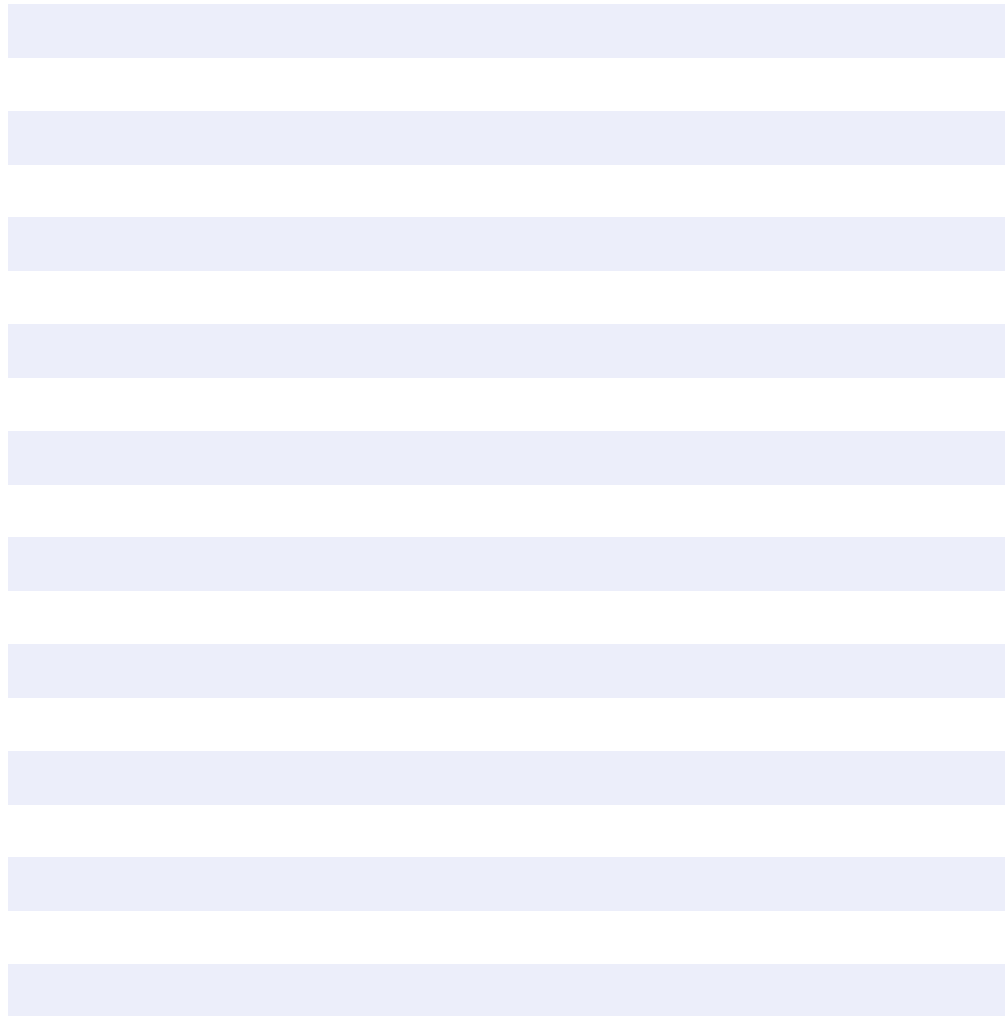
Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

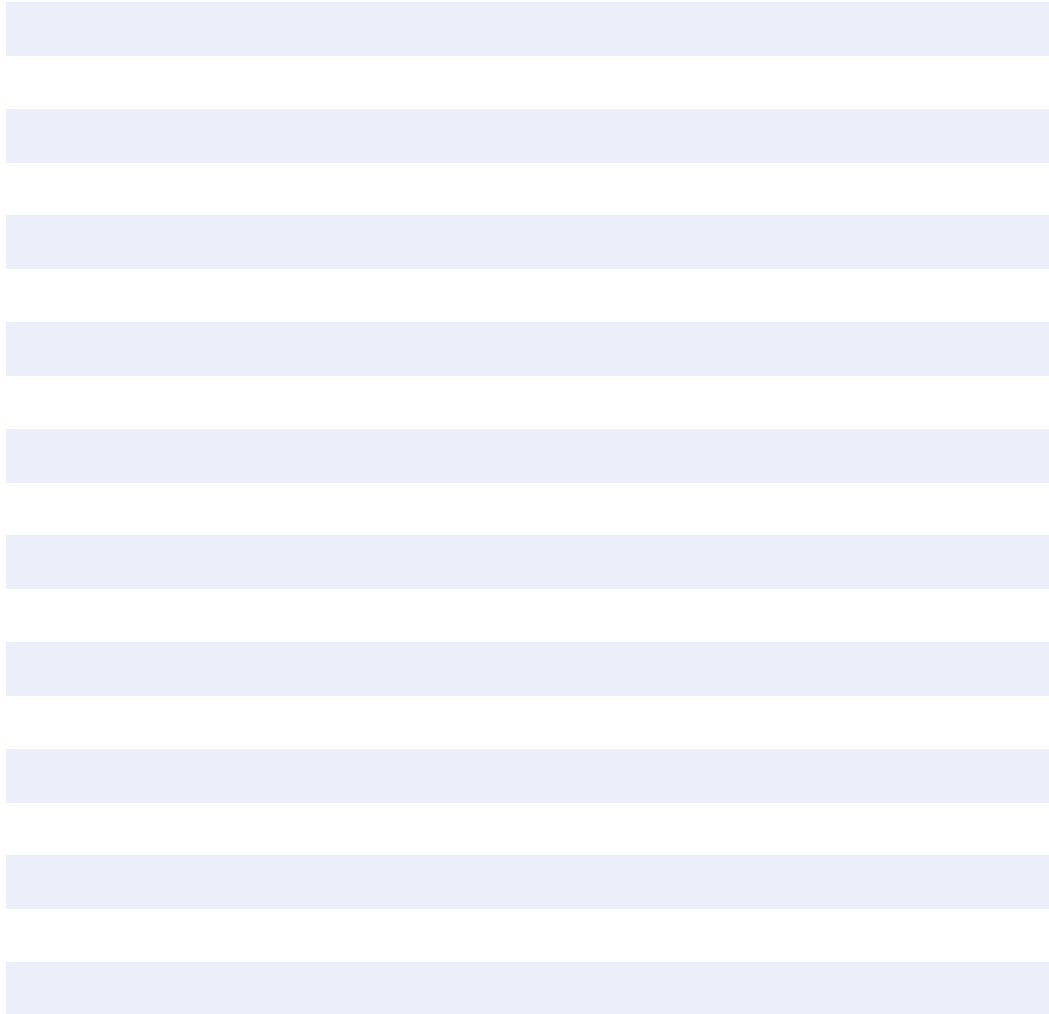
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	CA	93729		N/A
Wells Fargo & Company	CA	90623		N/A
Citibank	WI	53214		N/A
Wells Fargo & Company	KS	66061		N/A
USAA Savings	NC	28303		N/A
Santander Bank US	MA	02135		N/A
Wells Fargo & Company	NJ	07043		N/A
Wells Fargo & Company	CO	80226		N/A
Wells Fargo & Company	CA	90270		N/A
JPMorgan Chase & Co.	CA	90745		N/A
TD Bank US Holding Company				N/A
Wells Fargo & Company	NY	10003	Older American	N/A
Wells Fargo & Company	AZ	85142		N/A
JPMorgan Chase & Co.	NY	10001		N/A
U.S. Bancorp	CA	90232		N/A
JPMorgan Chase & Co.	NY	10001		N/A
BB&T Financial	CA	91350		N/A
BB&T Financial	MD	21234		N/A
PNC Bank N.A.	KY	42503		N/A
TD Bank US Holding Company	NY	10038		N/A
East West Bank	CA	91789		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	11/07/2013	Closed with explanation	Yes	No
Phone	10/25/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with monetary relief	Yes	No
Web	11/07/2013	Closed with monetary relief	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No
Web	10/09/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	No
Phone	11/13/2013	Closed with monetary relief	Yes	No
Web	11/02/2013	Closed with explanation	Yes	No
Web	11/08/2013	Closed with monetary relief	Yes	No
Phone	10/24/2013	Closed with explanation	Yes	No
Fax	11/12/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	Yes
Referral	11/13/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	No
Web	11/03/2013	Closed	Yes	No
Web	11/03/2013	Closed with monetary relief	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

590592

570025

570031

570039

569507

590628

591323

555348

591346

591353

591293

582581

591469

570192

591299

592019

591750

591917

580844

581019

570397

Bank Account or Service Complaints

Based on Consumer Complaints

10/24/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Other bank product/service
10/17/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Other bank product/service
10/30/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	(CD) Certificate of deposit
10/18/2013	Bank account or service	Checking account
10/30/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

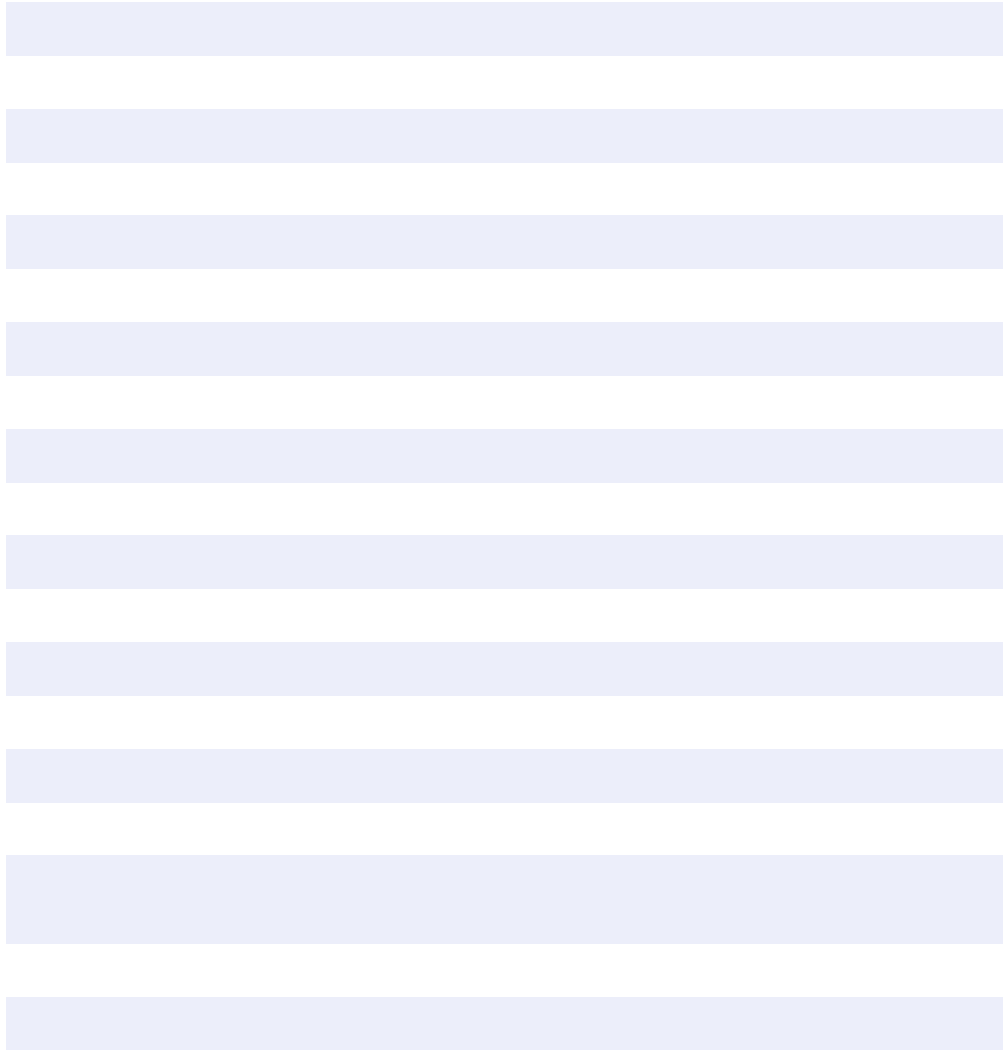
Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

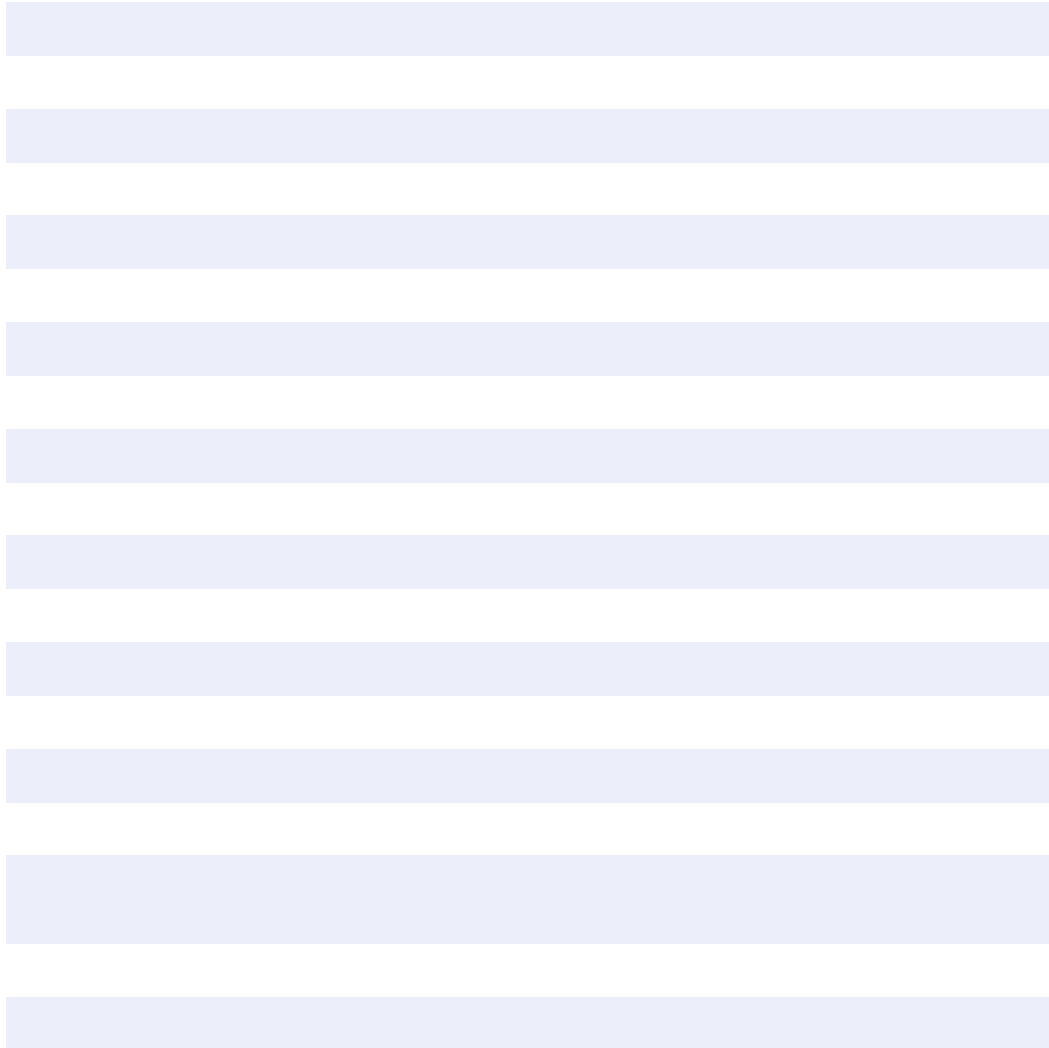
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	MI	48072		N/A
Bank of America	MD	20774		N/A
Fifth Third Financial Corporation	MI	48234		N/A
Flagstar Bank	FL	33498		N/A
Expert Global Solutions, Inc.	PA	19131		N/A
Medical Society Business Services, Inc.	AZ	85250		N/A
Bank of America	CA	91942		N/A
SunTrust Banks, Inc.	TN	37642	Older American	N/A
Capital One	NY	11235		N/A
JPMorgan Chase & Co.	CA	91001	Older American	N/A
Wells Fargo & Company	MD	21040		N/A
Fifth Third Financial Corporation	VA	20155		N/A
Citizens Financial Group, Inc.			Older American	N/A
Wells Fargo & Company	AZ	85755		N/A
Wells Fargo & Company	SC	29072		N/A
Citibank	NY	10032		N/A
Bank of America	GA	30088		N/A
PNC Bank N.A.	DE	19973	Older American, Servicemember	N/A
Bank of America	NJ	07607	Servicemember	N/A
Citibank	NY	10010		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/24/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	Yes
Phone	12/11/2013	Closed with non-monetary relief	Yes	Yes
Referral	10/21/2013	Closed with explanation	Yes	Yes
Web	11/03/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	Yes
Referral	10/25/2013	Closed with explanation	Yes	No
Postal mail	11/04/2013	Closed with explanation	Yes	No
Phone	10/30/2013	Closed with explanation	Yes	Yes
Referral	10/18/2013	Closed with explanation	Yes	No
Referral	10/18/2013	Closed with explanation	Yes	No
Referral	11/12/2013	Closed with monetary relief	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Phone	10/18/2013	Closed with monetary relief	Yes	No
Phone	10/31/2013	Closed with explanation	Yes	No
Web	11/13/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

570293

570389

570399

570375

583414

591601

562137

583425

570356

583240

570409

583446

577180

562861

563142

592046

590887

562908

577962

593149

Bank Account or Service Complaints

Based on Consumer Complaints

11/08/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Savings account
11/08/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account
11/08/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Other bank product/service
11/09/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Other bank product/service
10/08/2013	Bank account or service	Other bank product/service
11/09/2013	Bank account or service	Savings account
10/09/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

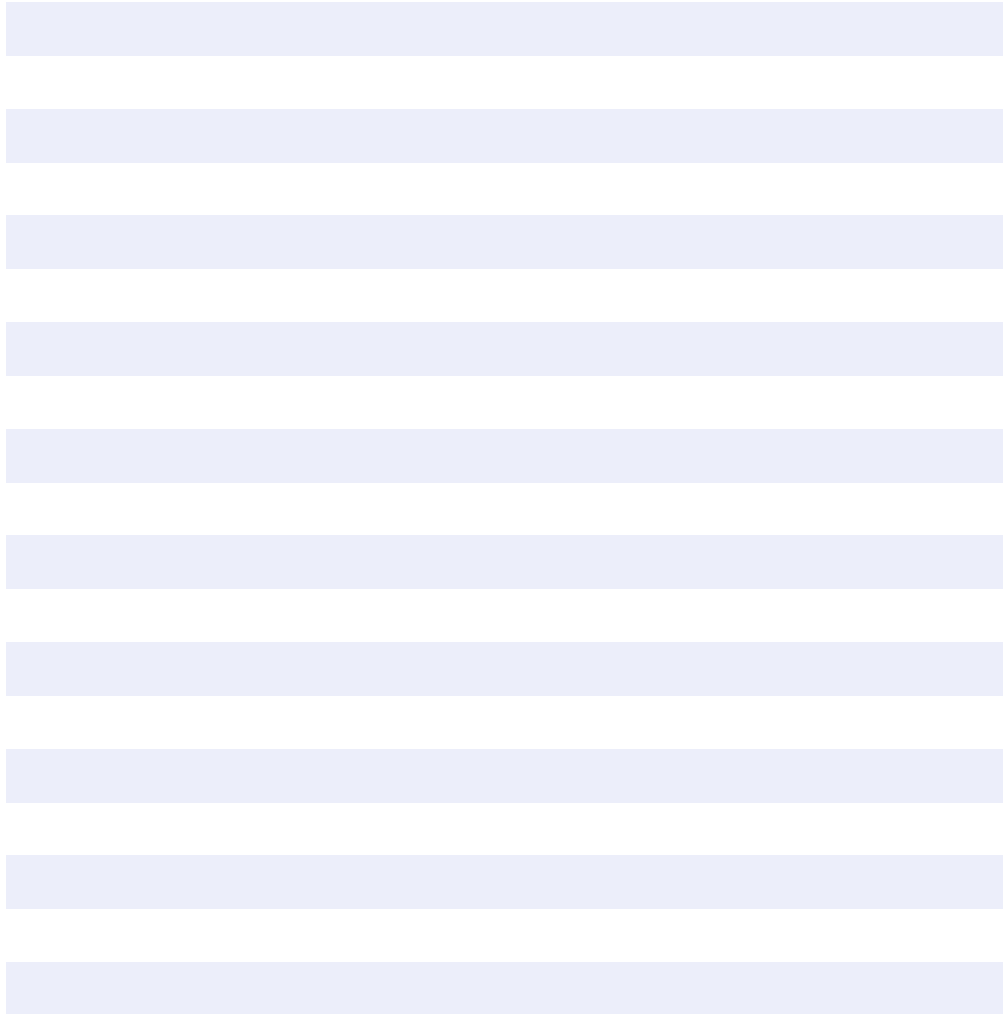
Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	33129		N/A
HSBC North America Holdings Inc.	MA	01938		N/A
Bank of America	NJ	07604		N/A
Wells Fargo & Company	FL	33169		N/A
Santander Bank US	PA	19464		N/A
Citibank	NV	89183		N/A
Wells Fargo & Company	NC	28216		N/A
JPMorgan Chase & Co.	OH	44024		N/A
Navy FCU	TX	77373	Servicemember	N/A
Bank of America	NY	10310		N/A
SunTrust Banks, Inc.	GA	30269		N/A
Fifth Third Financial Corporation	IL	60148		N/A
Ally Financial Inc.	TN	37206		N/A
Santander Bank US	PA	19061	Older American	N/A
OneMain Financial Holdings, LLC	OH	44663		N/A
Wells Fargo & Company	CA	91740		N/A
Bank of America	CA	95348		N/A
JPMorgan Chase & Co.	NY	11557	Older American	N/A
Citibank				N/A
JPMorgan Chase & Co.	MI	48076		N/A
Bank of America	NJ	07712		N/A
Bank of America	AZ	85614		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	11/12/2013	Closed with explanation	Yes	No
Referral	11/12/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with monetary relief	Yes	No
Web	11/08/2013	Closed with explanation	Yes	No
Referral	11/07/2013	Closed	Yes	No
Fax	11/07/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with explanation	Yes	No
Phone	11/07/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with monetary relief	Yes	No
Referral	11/05/2013	Closed with monetary relief	Yes	Yes
Web	11/13/2013	Closed with explanation	Yes	No
Web	11/08/2013	Closed with monetary relief	Yes	No
Web	11/19/2013	Closed	Yes	No
Web	11/15/2013	Closed with explanation	Yes	No
Phone	11/12/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed	Yes	No
Web	10/09/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Phone	10/09/2013	Closed with explanation	Yes	No
Phone	11/06/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

592038

591308

562536

592001

583877

585135

585114

583967

584035

584646

584624

592404

592453

591022

584288

591291

584425

554754

592638

555858

584510

584515

Bank Account or Service Complaints

Based on Consumer Complaints

10/09/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Other bank product/service
11/04/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Savings account
10/09/2013	Bank account or service	Checking account
11/10/2013	Bank account or service	Checking account
11/10/2013	Bank account or service	Savings account
10/09/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Other bank product/service
11/10/2013	Bank account or service	Other bank product/service
10/09/2013	Bank account or service	Savings account
11/04/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Other bank product/service
10/09/2013	Bank account or service	Checking account
11/04/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Checking account
11/11/2013	Bank account or service	Checking account
11/11/2013	Bank account or service	Other bank product/service
11/11/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Problems caused by my funds being low

Using a debit or ATM card

Making/receiving payments, sending money

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	CO	80027		N/A
Receivables Performance Management LLC	FL	34638		N/A
Wells Fargo & Company	CA	92065		N/A
Regions Financial Corporation	MS	39571		N/A
Citizens Financial Group, Inc.	MA	01867		N/A
Bank of America	NY	14228		N/A
TD Bank US Holding Company	NY	11228		N/A
JPMorgan Chase & Co.	NY	11755	Older American	N/A
Encore Capital Group	DC	20012		N/A
PayPal Holdings, Inc.	WA	98502		N/A
Synchrony Financial	CA	92270		N/A
JPMorgan Chase & Co.	TX	75081		N/A
Webster Bank	TX	75024		N/A
Capital One	LA	70607		N/A
U.S. Bancorp	CO	81003		N/A
Bank of America	NJ	08863		N/A
Bank of America	GA	31525		N/A
JPMorgan Chase & Co.	IL	60614		N/A
Bank of America	VA	24084	Older American	N/A
Regions Financial Corporation	GA	30087		N/A
JPMorgan Chase & Co.	MI	48444		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/09/2013	Closed with monetary relief	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed	Yes	No
Referral	10/09/2013	Closed	Yes	No
Web	10/09/2013	Closed with monetary relief	Yes	No
Web	11/09/2013	Closed with non-monetary relief	Yes	No
Web	11/10/2013	Closed with monetary relief	Yes	Yes
Phone	10/09/2013	Closed with explanation	Yes	No
Referral	10/09/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with monetary relief	Yes	No
Referral	10/10/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with explanation	Yes	No
Referral	10/10/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Referral	10/10/2013	Closed with monetary relief	Yes	No
Referral	10/10/2013	Closed with explanation	Yes	No
Web	11/11/2013	Closed with explanation	Yes	No
Web	11/11/2013	Closed with explanation	Yes	No
Web	11/11/2013	Closed with explanation	Yes	No
Phone	10/10/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

555870

555878

584538

556030

555913

592756

592772

555987

555988

590785

556241

583246

584687

556081

584799

556079

555815

592893

592901

592909

556149

Bank Account or Service Complaints

Based on Consumer Complaints

11/04/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	(CD) Certificate of deposit
11/04/2013	Bank account or service	Checking account
11/05/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Checking account
11/05/2013	Bank account or service	Other bank product/service
11/05/2013	Bank account or service	Other bank product/service
10/09/2013	Bank account or service	Checking account
10/09/2013	Bank account or service	Savings account
10/10/2013	Bank account or service	Checking account
10/10/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	(CD) Certificate of deposit
10/10/2013	Bank account or service	Checking account
10/30/2013	Bank account or service	Checking account
10/10/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
11/11/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

SunTrust Banks, Inc.	TN	37806		N/A
Wells Fargo & Company	DE	19720		N/A
U.S. Bancorp	AZ	86401		N/A
Wells Fargo & Company	NV	89031	Older American	N/A
PNC Bank N.A.	MI	48021		N/A
JPMorgan Chase & Co.	IN	46375		N/A
Citizens Financial Group, Inc.	NY	12189		N/A
Fifth Third Financial Corporation	IL	60204		N/A
Wells Fargo & Company	NC	27103		N/A
First Hawaiian Bank				N/A
PNC Bank N.A.	VA	23002		N/A
Citizens Financial Group, Inc.	PA	19348		N/A
Fifth Third Financial Corporation	OH	44135		N/A
The Huntington National Bank	PA	17837		N/A
SunTrust Banks, Inc.	MD	20784		N/A
Ally Financial Inc.	IN	46323		N/A
Bank of America				N/A
Wells Fargo & Company	FL	32920	Older American	N/A
U.S. Bancorp	MI	63303		N/A
JPMorgan Chase & Co.	NY	11234		N/A
Wells Fargo & Company	TX	77090		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	11/06/2013	Closed with explanation	Yes	No
Phone	10/10/2013	Closed with non-monetary relief	Yes	No
Phone	10/10/2013	Closed with explanation	Yes	No
Phone	10/10/2013	Closed with explanation	Yes	No
Web	11/04/2013	Closed with monetary relief	Yes	No
Web	11/06/2013	Closed with monetary relief	Yes	No
Web	10/11/2013	Closed with monetary relief	Yes	No
Referral	10/10/2013	Closed with monetary relief	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No
Referral	11/06/2013	Closed with explanation	Yes	No
Referral	10/10/2013	Closed with explanation	Yes	No
Fax	10/10/2013	Closed with monetary relief	Yes	No
Referral	10/10/2013	Closed with monetary relief	Yes	No
Phone	10/10/2013	Closed with explanation	Yes	No
Referral	10/25/2013	Closed with monetary relief	Yes	Yes
Referral	10/25/2013	Closed with monetary relief	Yes	No
Referral	10/10/2013	Closed with explanation	Yes	No
Phone	10/31/2013	Closed with explanation	Yes	No
Phone	10/10/2013	Closed with monetary relief	Yes	No
Phone	10/25/2013	Closed with explanation	Yes	Yes
Web	11/11/2013	Closed with non-monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

584754

556170

556181

556210

585363

585560

556380

556616

585266

586193

556397

556412

556811

556799

570640

570788

556830

578163

556842

570620

590878

Bank Account or Service Complaints

Based on Consumer Complaints

10/30/2013	Bank account or service	Checking account
10/30/2013	Bank account or service	Checking account
11/11/2013	Bank account or service	Other bank product/service
10/10/2013	Bank account or service	Checking account
10/24/2013	Bank account or service	Checking account
10/30/2013	Bank account or service	Checking account
10/30/2013	Bank account or service	Checking account
10/25/2013	Bank account or service	Checking account
10/10/2013	Bank account or service	Other bank product/service
10/10/2013	Bank account or service	Checking account
10/25/2013	Bank account or service	Other bank product/service
10/30/2013	Bank account or service	Checking account
10/30/2013	Bank account or service	Checking account
10/30/2013	Bank account or service	Checking account
10/25/2013	Bank account or service	Checking account
10/25/2013	Bank account or service	Checking account
11/12/2013	Bank account or service	Savings account
10/30/2013	Bank account or service	Checking account
11/16/2013	Bank account or service	Checking account
11/16/2013	Bank account or service	Other bank product/service
10/25/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	MO	65802		N/A
JPMorgan Chase & Co.	AR	72106		N/A
Synchrony Financial	NY	12508	Older American	N/A
JPMorgan Chase & Co.	TX	78229		N/A
Citizens Financial Group, Inc.	MA	02184	Older American	N/A
Wells Fargo & Company	FL	33176		N/A
Bank of America	WA	98102		N/A
Santander Bank US	PA	19061	Older American	N/A
Fidelity National Information Services, Inc. (FNIS)	PA	19140		N/A
Bank of America	WA	98373		N/A
Wells Fargo & Company	CA	91325	Servicemember	N/A
USAA Savings	NC	28306		N/A
Wells Fargo & Company	DE	19807		N/A
Citizens Financial Group, Inc.	NY	13421		N/A
Third Federal Savings & Loan	FL	33019		N/A
Citizens Financial Group, Inc.	NH	03077		N/A
JPMorgan Chase & Co.	IL	61109	Older American	N/A
Discover	CA	94044		N/A
PNC Bank N.A.	NC	27529		N/A
Capital One	CA	93444		N/A
Wells Fargo & Company	TX	75093		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/30/2013	Closed with explanation	Yes	Yes
Referral	11/01/2013	Closed with explanation	Yes	No
Web	11/11/2013	Closed with monetary relief	Yes	No
Phone	10/11/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	Yes
Referral	11/04/2013	Closed with explanation	Yes	Yes
Web	10/24/2013	Closed with explanation	Yes	Yes
Web	10/11/2013	Closed with explanation	Yes	No
Referral	10/11/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	Yes
Referral	10/31/2013	Closed with explanation	Yes	No
Referral	11/01/2013	Closed with explanation	Yes	No
Referral	10/31/2013	Closed with monetary relief	Yes	No
Referral	10/29/2013	Closed with explanation	Yes	No
Phone	10/28/2013	Closed with explanation	Yes	No
Postal mail	11/13/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with non-monetary relief	Yes	Yes
Web	11/18/2013	Closed with explanation	Yes	No
Web	10/25/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

578265

577199

590805

557020

570777

577232

577238

572723

557100

557477

571305

577264

577265

577266

572931

571444

593231

578553

601323

600783

571578

Bank Account or Service Complaints

Based on Consumer Complaints

10/10/2013	Bank account or service	Checking account
11/16/2013	Bank account or service	Checking account
10/10/2013	Bank account or service	Checking account
10/11/2013	Bank account or service	Checking account
10/11/2013	Bank account or service	Checking account
10/11/2013	Bank account or service	Checking account
11/12/2013	Bank account or service	Other bank product/service
11/12/2013	Bank account or service	Checking account
10/11/2013	Bank account or service	Checking account
11/05/2013	Bank account or service	(CD) Certificate of deposit
11/18/2013	Bank account or service	Checking account
10/11/2013	Bank account or service	Checking account
11/22/2013	Bank account or service	Savings account
11/18/2013	Bank account or service	Other bank product/service
11/05/2013	Bank account or service	Other bank product/service
11/18/2013	Bank account or service	Checking account
11/12/2013	Bank account or service	Checking account
11/22/2013	Bank account or service	Checking account
11/05/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Checking account
11/18/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Problems caused by my funds being low

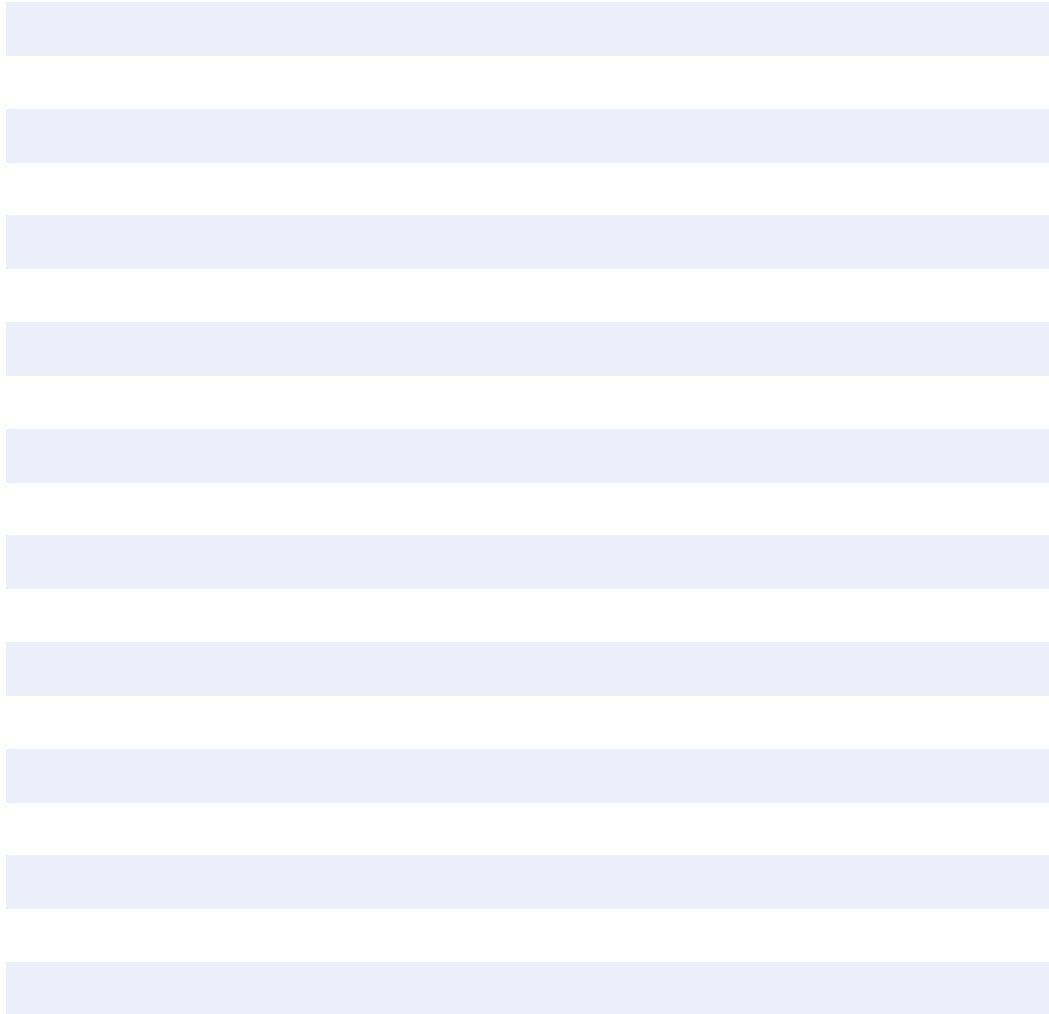
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

PNC Bank N.A.	OH	43230		N/A
BB&T Financial	GA	30040		N/A
JPMorgan Chase & Co.	WA	98277	Older American	N/A
U.S. Bancorp	CA	92117		N/A
PayPal Holdings, Inc.	MT	59718		N/A
BBVA Compass	TX	76006		N/A
Synchrony Financial	OH	44122		N/A
Bank of America	MI	48103		N/A
Bank of America	CT	06010		N/A
Pentagon FCU	NV	89131	Older American	N/A
SunTrust Banks, Inc.	FL	34747		N/A
USAA Savings	DC	20002		N/A
Bank of America	SC	29229		N/A
Bank of America				N/A
Bank of Hawaii				N/A
Wells Fargo & Company	NJ	07107	Older American	N/A
Bank of America	CA	92505		N/A
Bank of America	NC	28092		N/A
Wells Fargo & Company	PA	19082		N/A
Bank of America	NJ	08807		N/A
Bank of America	FL	33411	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/11/2013	Closed with monetary relief	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Referral	10/15/2013	Closed with explanation	Yes	No
Web	10/15/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with monetary relief	Yes	No
Web	10/11/2013	Closed with explanation	Yes	Yes
Web	11/25/2013	Closed with explanation	Yes	No
Referral	11/13/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with explanation	Yes	No
Web	11/05/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Web	10/11/2013	Closed with monetary relief	Yes	No
Web	11/29/2013	Closed with non-monetary relief	Yes	No
Referral	11/18/2013	Closed with monetary relief	Yes	Yes
Referral	11/13/2013	Closed with explanation	Yes	No
Phone	11/19/2013	Closed with explanation	Yes	No
Referral	11/22/2013	Closed with monetary relief	Yes	No
Web	11/27/2013	Closed with monetary relief	Yes	Yes
Phone	11/06/2013	Closed with explanation	Yes	Yes
Referral	10/18/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with monetary relief	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

557261

601425

557283

557706

557708

557710

594124

594135

557764

585217

601613

557809

608314

601720

586194

601648

594266

608367

586252

563259

601705

Bank Account or Service Complaints

Based on Consumer Complaints

10/18/2013	Bank account or service	Savings account
11/22/2013	Bank account or service	Other bank product/service
10/31/2013	Bank account or service	Checking account
11/22/2013	Bank account or service	Checking account
11/22/2013	Bank account or service	Checking account
11/22/2013	Bank account or service	Checking account
10/11/2013	Bank account or service	Checking account
10/11/2013	Bank account or service	Checking account
10/25/2013	Bank account or service	(CD) Certificate of deposit
10/18/2013	Bank account or service	Checking account
11/22/2013	Bank account or service	Checking account
11/12/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Checking account
10/31/2013	Bank account or service	Checking account
11/05/2013	Bank account or service	Checking account
10/31/2013	Bank account or service	Checking account
10/25/2013	Bank account or service	Other bank product/service
10/31/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Checking account
11/05/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

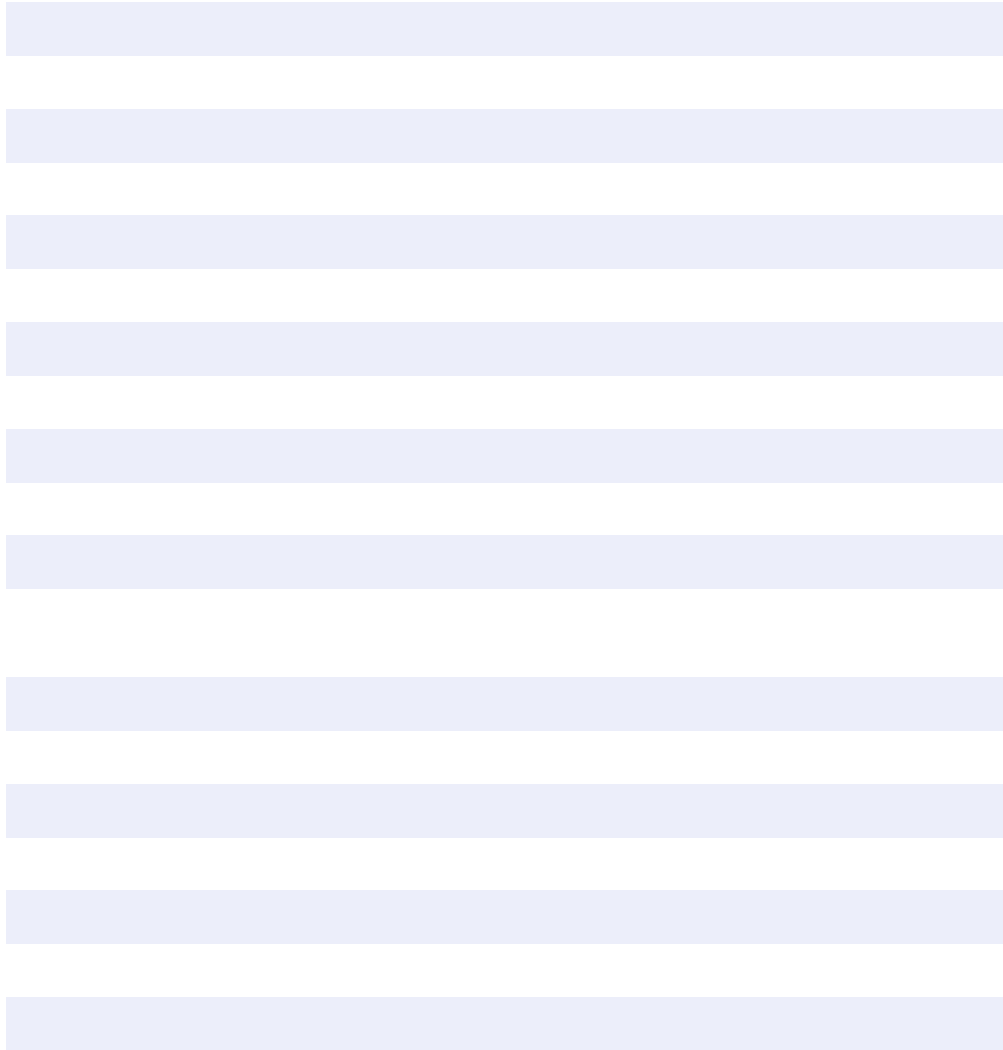
Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

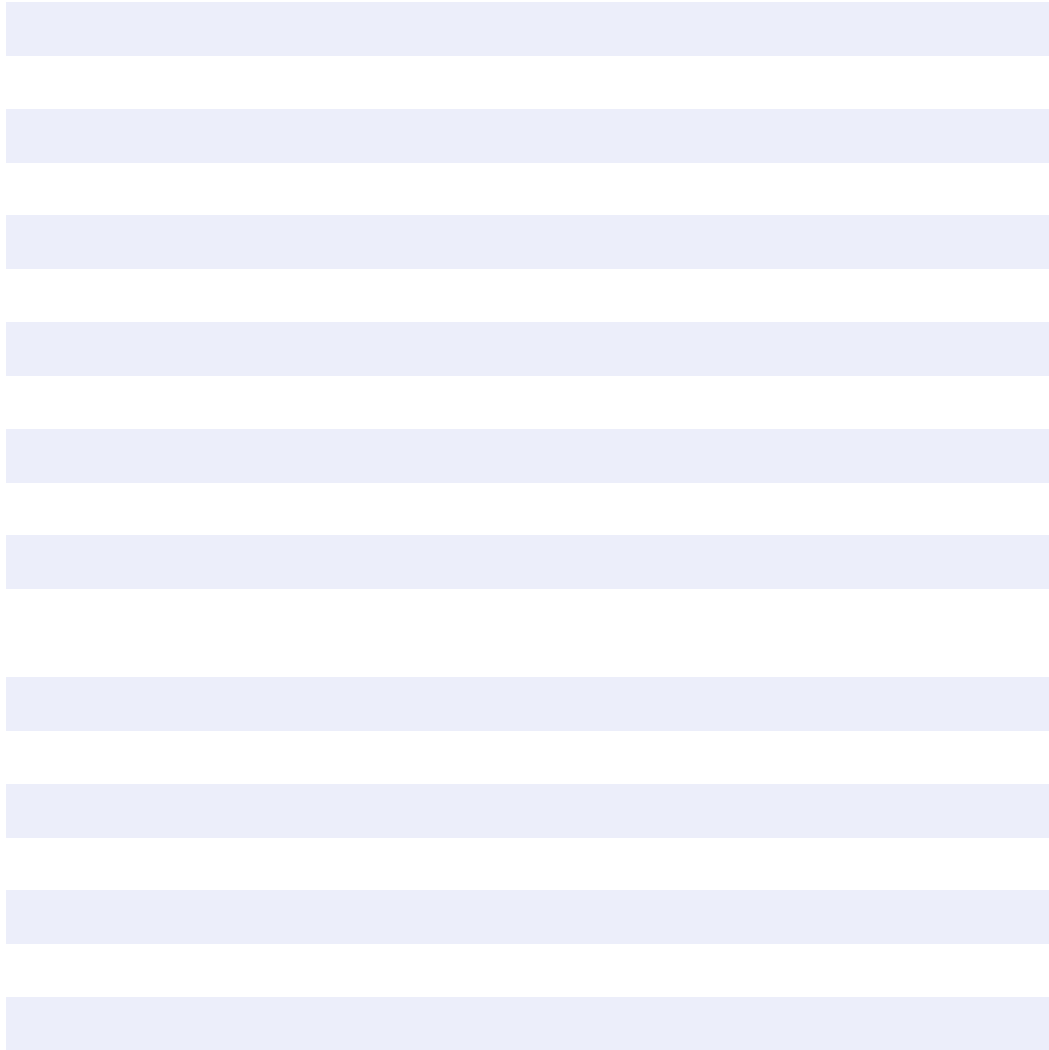
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Santander Bank US	MA	02453	Older American	N/A
BNY Mellon	NY	10010		N/A
Fifth Third Financial Corporation	MI	48864		N/A
Wells Fargo & Company	TX	77351		N/A
Santander Bank US	MA	02302		N/A
U.S. Bancorp	MO	63120		N/A
USAA Savings	CA	92123		N/A
JPMorgan Chase & Co.	GA	30121		N/A
Wells Fargo & Company	GA	30076		N/A
Wells Fargo & Company	PA	19358		N/A
Wells Fargo & Company	AZ	85003		N/A
Discover	CA	92507		N/A
U.S. Bancorp	CA	92203	Older American, Servicemember	N/A
PNC Bank N.A.	IN	46226		N/A
JPMorgan Chase & Co.	CA	95148		N/A
Wells Fargo & Company	NV	89121		N/A
Ditech Financial LLC	NY	10023		N/A
Bank of America	NJ	07005		N/A
U.S. Bancorp	WA	98056		N/A
Navy FCU	NY	11749		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/21/2013	Closed	Yes	No
Referral	12/16/2013	Closed with monetary relief	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with non-monetary relief	Yes	Yes
Referral	11/25/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with explanation	Yes	No
Referral	10/15/2013	Closed with explanation	Yes	No
Referral	10/15/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	Yes
Phone	10/21/2013	Closed	Yes	No
Phone	11/25/2013	Closed with non-monetary relief	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Phone	10/21/2013	Closed with explanation	Yes	Yes
Web	10/31/2013	Closed with explanation	Yes	Yes
Referral	11/07/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with non-monetary relief	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with monetary relief	Yes	No
Email	11/07/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

563171

608406

579078

608463

608466

608479

557969

557971

571919

563258

608488

593394

563289

579121

587736

579671

571996

579683

563341

586382

Bank Account or Service Complaints

Based on Consumer Complaints

10/18/2013	Bank account or service	Checking account
10/31/2013	Bank account or service	Checking account
11/18/2013	Bank account or service	Savings account
11/22/2013	Bank account or service	Checking account
10/31/2013	Bank account or service	Checking account
11/22/2013	Bank account or service	Checking account
11/18/2013	Bank account or service	Checking account
11/05/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Checking account
11/12/2013	Bank account or service	Savings account
11/18/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account
11/05/2013	Bank account or service	Other bank product/service
11/14/2013	Bank account or service	Checking account
10/31/2013	Bank account or service	Checking account
11/22/2013	Bank account or service	Checking account
10/31/2013	Bank account or service	Checking account
11/18/2013	Bank account or service	(CD) Certificate of deposit
11/18/2013	Bank account or service	Checking account
11/05/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Checking account
10/31/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

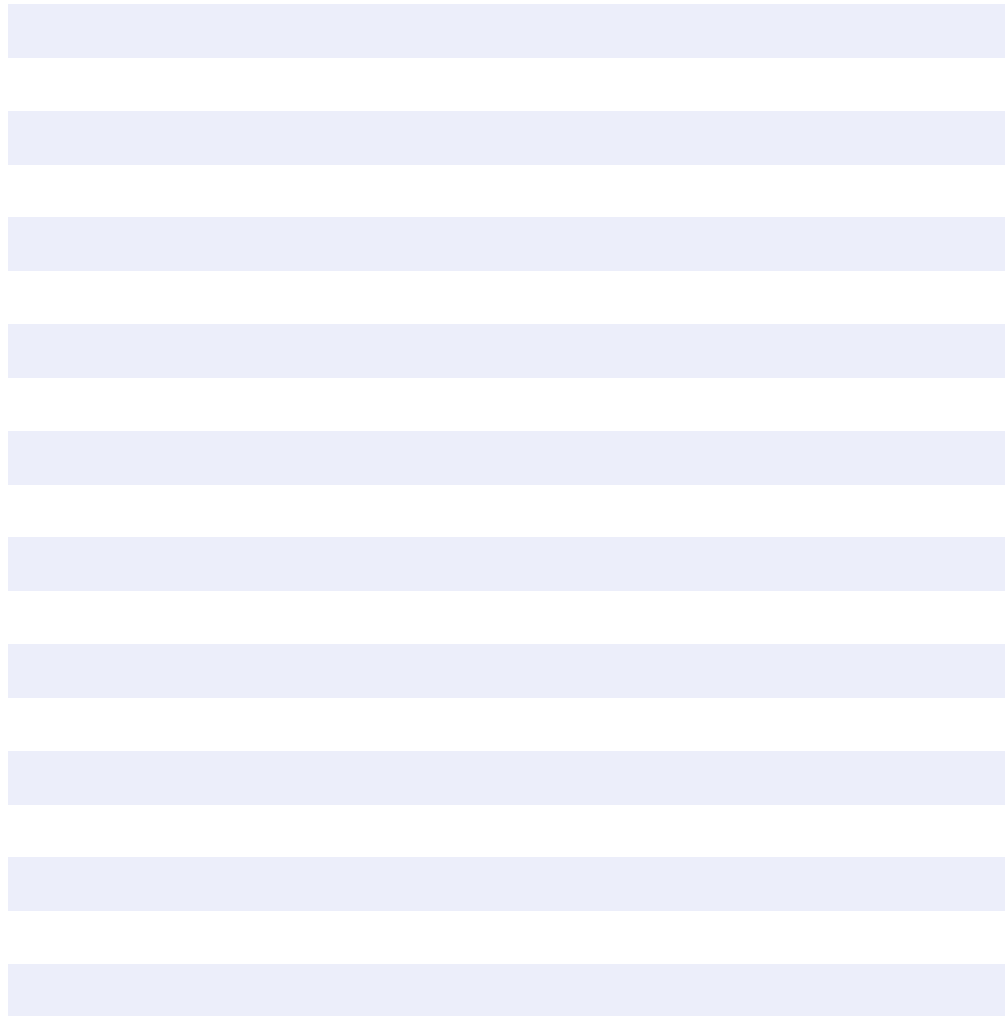
Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

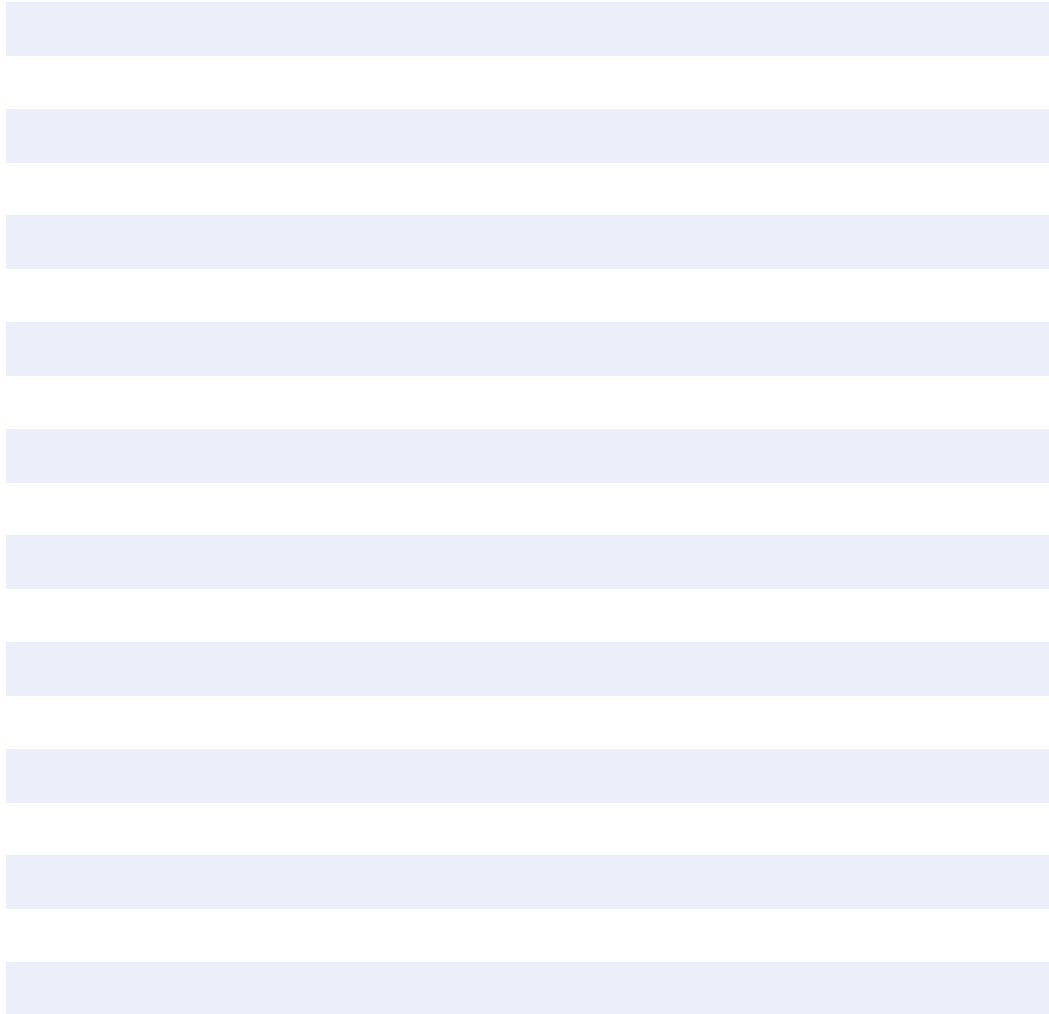
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	NJ	07604		N/A
JPMorgan Chase & Co.	IL	60646		N/A
Bank of America	NC	28216		N/A
Wells Fargo & Company	KS	67220	Older American	N/A
Bank of America	FL	33067		N/A
Wells Fargo & Company	NC	27410		N/A
Bank of America	RI	02886		N/A
Bank of America	TX	75206		N/A
SunTrust Banks, Inc.	GA	31404		N/A
Citibank	NY	11210		N/A
Capital One	TX	75244		N/A
Bank of America	IL	60628		N/A
Revenue Recovery Corporation	NJ	07095		N/A
Fifth Third Financial Corporation	OH	43085		N/A
Navy FCU	AL	35234		N/A
Citibank	NY	11220		N/A
Bank of America	MD	21754		N/A
Washington Federal	WA	98902		N/A
Citibank	CA	90266		N/A
Bank of America	AZ	85284		N/A
JPMorgan Chase & Co.	NY	11102	Older American	N/A
Wells Fargo & Company	MD	21209		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/21/2013	Closed with monetary relief	Yes	No
Phone	11/01/2013	Closed with explanation	Yes	Yes
Phone	11/20/2013	Closed with monetary relief	Yes	No
Phone	11/25/2013	Closed with explanation	Yes	No
Web	10/31/2013	Closed with monetary relief	Yes	No
Phone	11/25/2013	Closed with monetary relief	Yes	Yes
Web	11/21/2013	Closed with monetary relief	Yes	No
Referral	11/06/2013	Closed with non-monetary relief	Yes	No
Phone	10/21/2013	Closed with monetary relief	Yes	Yes
Web	11/12/2013	Closed with explanation	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Referral	11/08/2013	Closed with non-monetary relief	Yes	No
Referral	11/06/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with monetary relief	Yes	No
Referral	11/04/2013	Closed with explanation	Yes	Yes
Referral	11/25/2013	Closed with explanation	Yes	No
Web	10/31/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed with monetary relief	Yes	No
Web	11/27/2013	Closed with monetary relief	Yes	No
Referral	11/07/2013	Closed with monetary relief	Yes	No
Phone	10/21/2013	Closed with explanation	Yes	No
Web	10/31/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

562590

579733

601943

608632

579601

608655

600663

586722

563456

594600

602021

589436

586470

598638

579087

608663

579136

602102

602114

587035

563588

580054

Bank Account or Service Complaints

Based on Consumer Complaints

10/25/2013	Bank account or service	Other bank product/service
10/25/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Checking account
10/18/2013	Bank account or service	Checking account
11/12/2013	Bank account or service	Checking account
10/19/2013	Bank account or service	Checking account
10/31/2013	Bank account or service	Checking account
11/18/2013	Bank account or service	Checking account
11/12/2013	Bank account or service	Savings account
10/26/2013	Bank account or service	Checking account
11/18/2013	Bank account or service	Checking account
10/19/2013	Bank account or service	Checking account
10/19/2013	Bank account or service	Checking account
10/19/2013	Bank account or service	Checking account
11/13/2013	Bank account or service	Checking account
11/22/2013	Bank account or service	Checking account
10/20/2013	Bank account or service	Checking account
11/18/2013	Bank account or service	Checking account
10/27/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

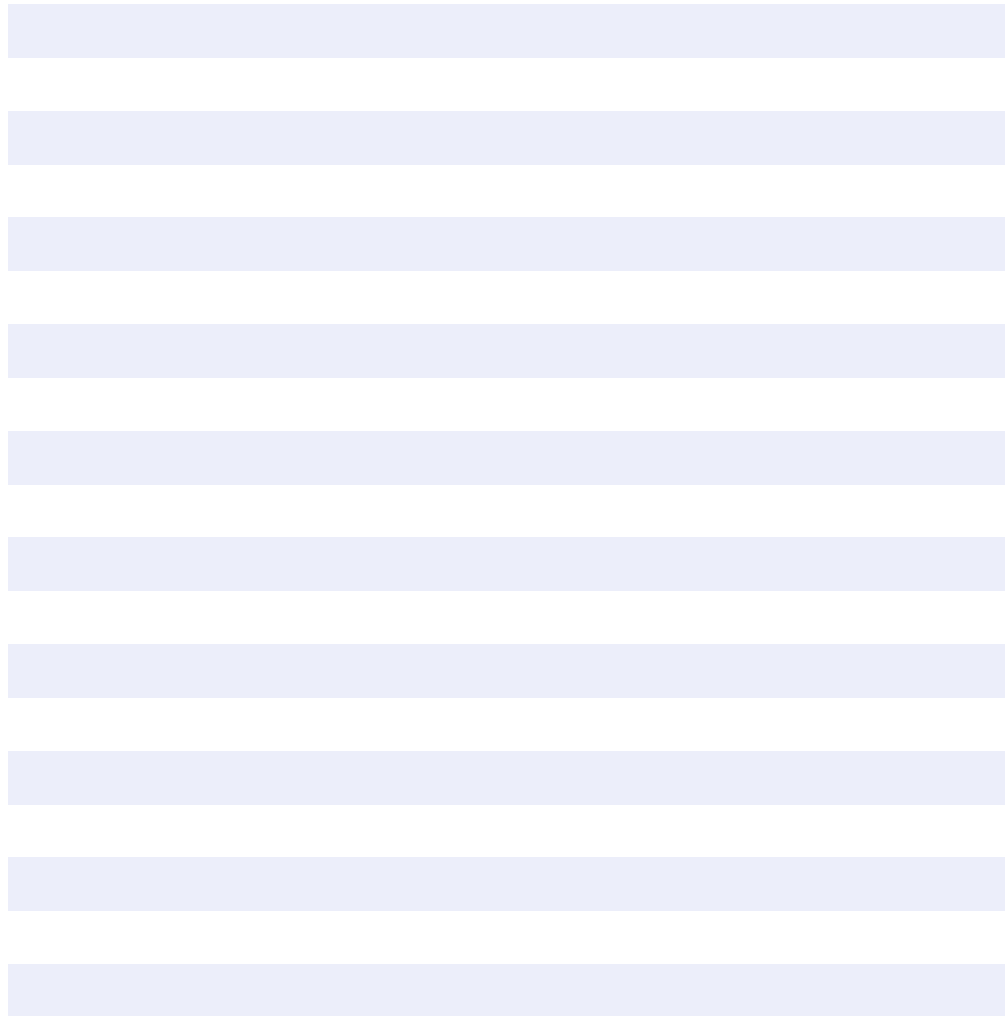
Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

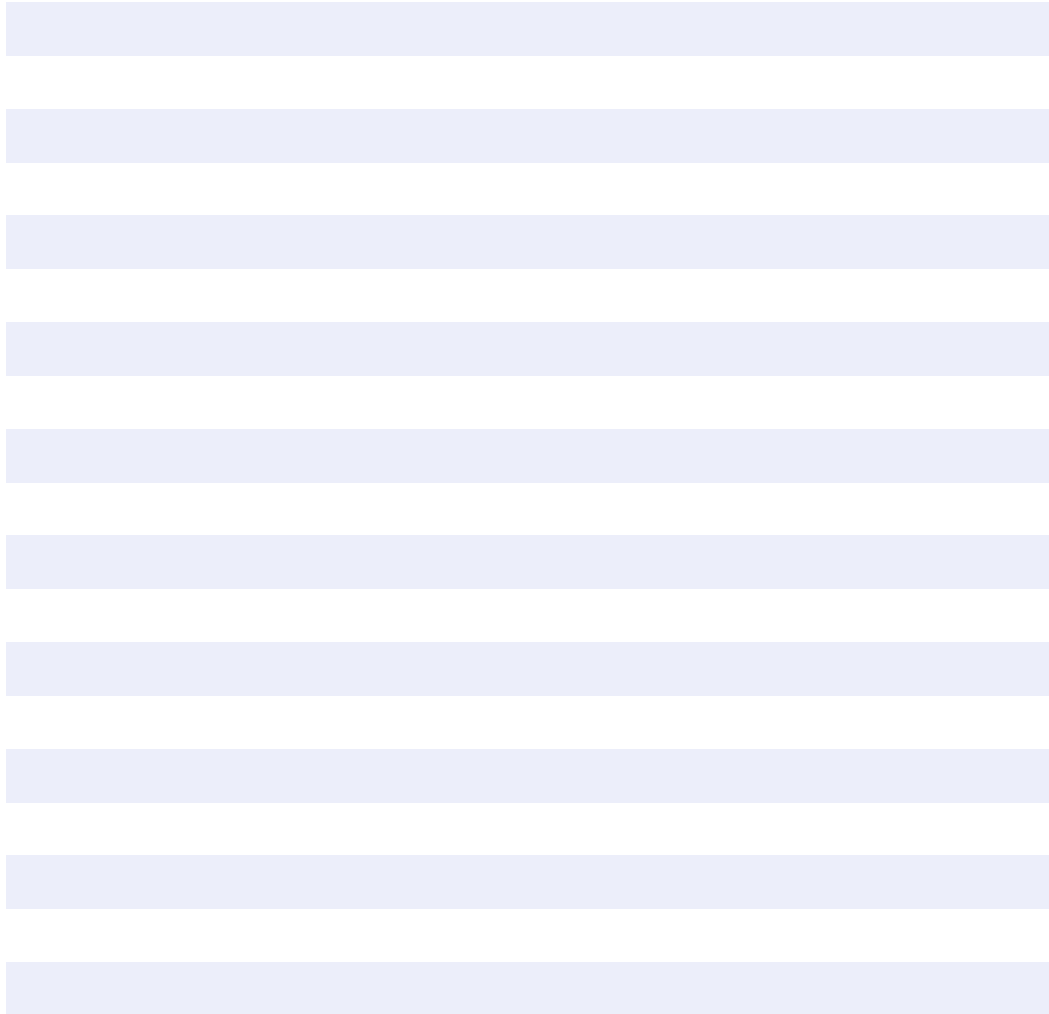
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	AZ	85142	Older American	N/A
Wells Fargo & Company	CA	93309		N/A
Bank of America	CA	94605		N/A
Bank of America	FL	33312		N/A
Bank of America	CA	91343		N/A
JPMorgan Chase & Co.	DC	20012		N/A
Wells Fargo & Company	CO	80022		N/A
Wells Fargo & Company	CO	80918		N/A
Wells Fargo & Company	NY	10031		N/A
Capital One	MD	20877		N/A
Wells Fargo & Company	TN	37179		N/A
Regions Financial Corporation	TN	37128		N/A
Synchrony Financial	CA	92583		N/A
U.S. Bancorp	OH	43081		N/A
Bank of America	VA	22033		N/A
Wells Fargo & Company	NJ	08816		N/A
Bank of America	CA	91107		N/A
Fifth Third Financial Corporation	GA	30082		N/A
Wells Fargo & Company	PA	18929		N/A
Synchrony Financial	ME	04042		N/A
Wells Fargo & Company	WA	98201		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/25/2013	Closed with explanation	Yes	No
Phone	10/28/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with monetary relief	Yes	No
Referral	10/22/2013	Closed with explanation	Yes	No
Referral	10/21/2013	Closed with explanation	Yes	Yes
Phone	11/14/2013	Closed with non-monetary relief	Yes	No
Phone	10/21/2013	Closed with explanation	Yes	Yes
Web	10/31/2013	Closed with monetary relief	Yes	No
Phone	11/19/2013	Closed with non-monetary relief	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Web	10/26/2013	Closed with monetary relief	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with monetary relief	Yes	Yes
Web	10/21/2013	Closed with monetary relief	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with non-monetary relief	Yes	No
Web	11/25/2013	Closed with monetary relief	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Web	10/27/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

572357

572405

563737

563739

563747

594901

563797

580718

602345

594931

572718

601146

562555

564351

563908

563946

595642

609217

563996

602559

572679

Bank Account or Service Complaints

Based on Consumer Complaints

11/06/2013	Bank account or service	Checking account
11/18/2013	Bank account or service	Checking account
11/06/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Checking account
11/18/2013	Bank account or service	Checking account
11/18/2013	Bank account or service	Other bank product/service
10/21/2013	Bank account or service	Checking account
11/06/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Checking account
11/24/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Other bank product/service
11/25/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Other bank product/service
10/21/2013	Bank account or service	Other bank product/service
10/21/2013	Bank account or service	Savings account
10/22/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

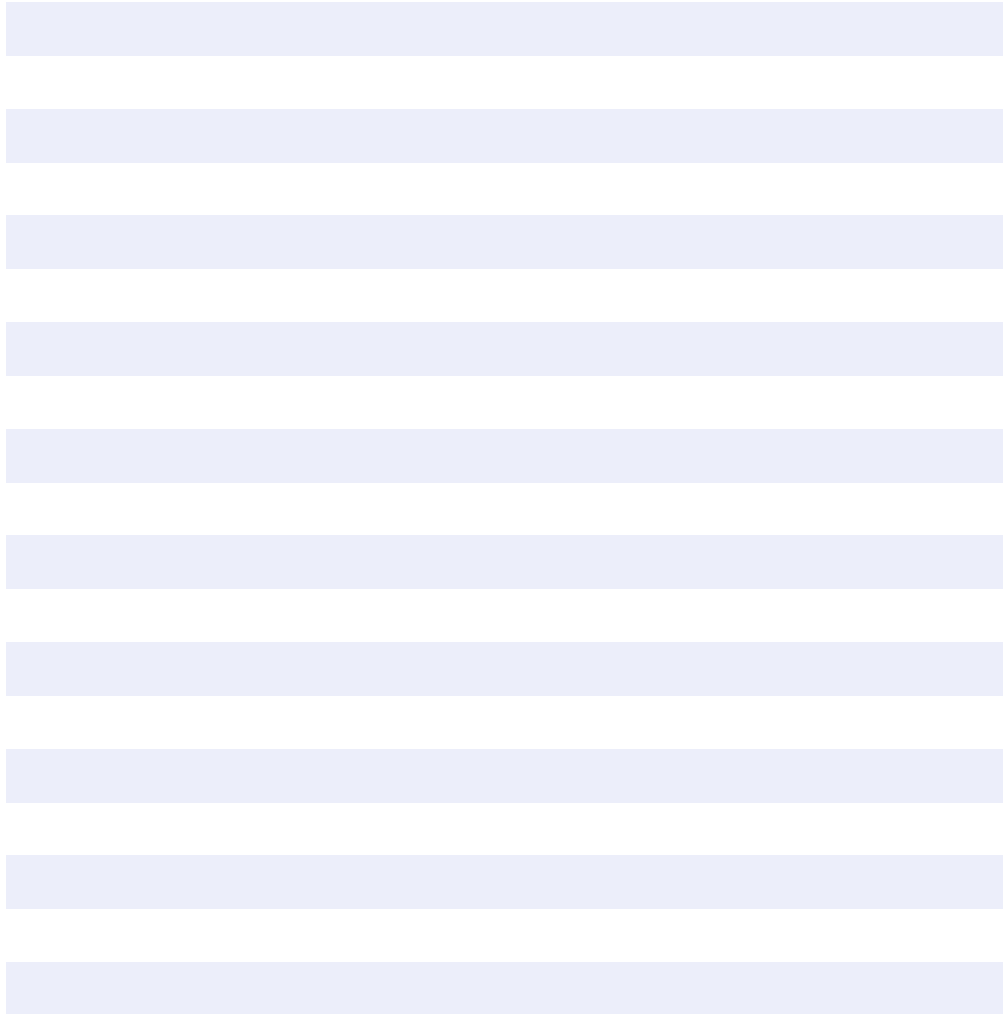
Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Capital One	KY	40509		N/A
JPMorgan Chase & Co.	FL	33176		N/A
People's United Bank	CT	06605		N/A
Regions Financial Corporation	AR	72204		N/A
Citibank	NJ	07304	Older American	N/A
SunTrust Banks, Inc.	OH	44112		N/A
Santander Bank US	MA	02062		N/A
HSBC North America Holdings Inc.	NJ	07631		N/A
Wells Fargo & Company	AL	35205		N/A
TD Bank US Holding Company	NY	11229		N/A
Bank of America	NJ	07109		N/A
Bank of America	CA	90094		N/A
PNC Bank N.A.	NJ	08081		N/A
TCF National Bank	MN	55106	Servicemember	N/A
Wells Fargo & Company	IA	50023		N/A
Ocwen	NC	28904		N/A
Whitney Bank	FL	32409		N/A
Santander Bank US	MA	01835		N/A
Regions Financial Corporation	SC	29801		N/A
Santander Bank US	NH	03047		N/A
U.S. Bancorp	CA	91791		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Fax	11/07/2013	Closed with monetary relief	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Phone	11/07/2013	Closed with explanation	Yes	No
Referral	10/22/2013	Closed with monetary relief	Yes	No
Web	10/21/2013	Closed with monetary relief	Yes	Yes
Web	10/21/2013	Closed with monetary relief	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with monetary relief	Yes	No
Phone	11/07/2013	Closed with explanation	Yes	No
Referral	10/22/2013	Closed with explanation	Yes	No
Web	10/21/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Phone	10/21/2013	Closed with monetary relief	Yes	No
Web	10/22/2013	Closed with non-monetary relief	Yes	Yes
Referral	12/30/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with explanation	Yes	No
Referral	10/23/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with monetary relief	Yes	No
Web	10/22/2013	Closed	Yes	No
Web	10/22/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

587363

602606

587756

564919

564615

565561

602745

602758

564674

587229

564708

564775

610206

564860

564893

610471

610444

565530

565060

565092

565847

Bank Account or Service Complaints

Based on Consumer Complaints

10/22/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Checking account
10/22/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Checking account
10/22/2013	Bank account or service	Other bank product/service
10/21/2013	Bank account or service	Checking account
10/21/2013	Bank account or service	Checking account
10/22/2013	Bank account or service	Other bank product/service
10/22/2013	Bank account or service	Other bank product/service
10/22/2013	Bank account or service	(CD) Certificate of deposit
10/22/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Other bank product/service
10/22/2013	Bank account or service	Other bank product/service
10/28/2013	Bank account or service	Checking account
10/22/2013	Bank account or service	(CD) Certificate of deposit
10/31/2013	Bank account or service	Checking account
10/22/2013	Bank account or service	Checking account
10/22/2013	Bank account or service	Other bank product/service
11/19/2013	Bank account or service	Checking account
10/22/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

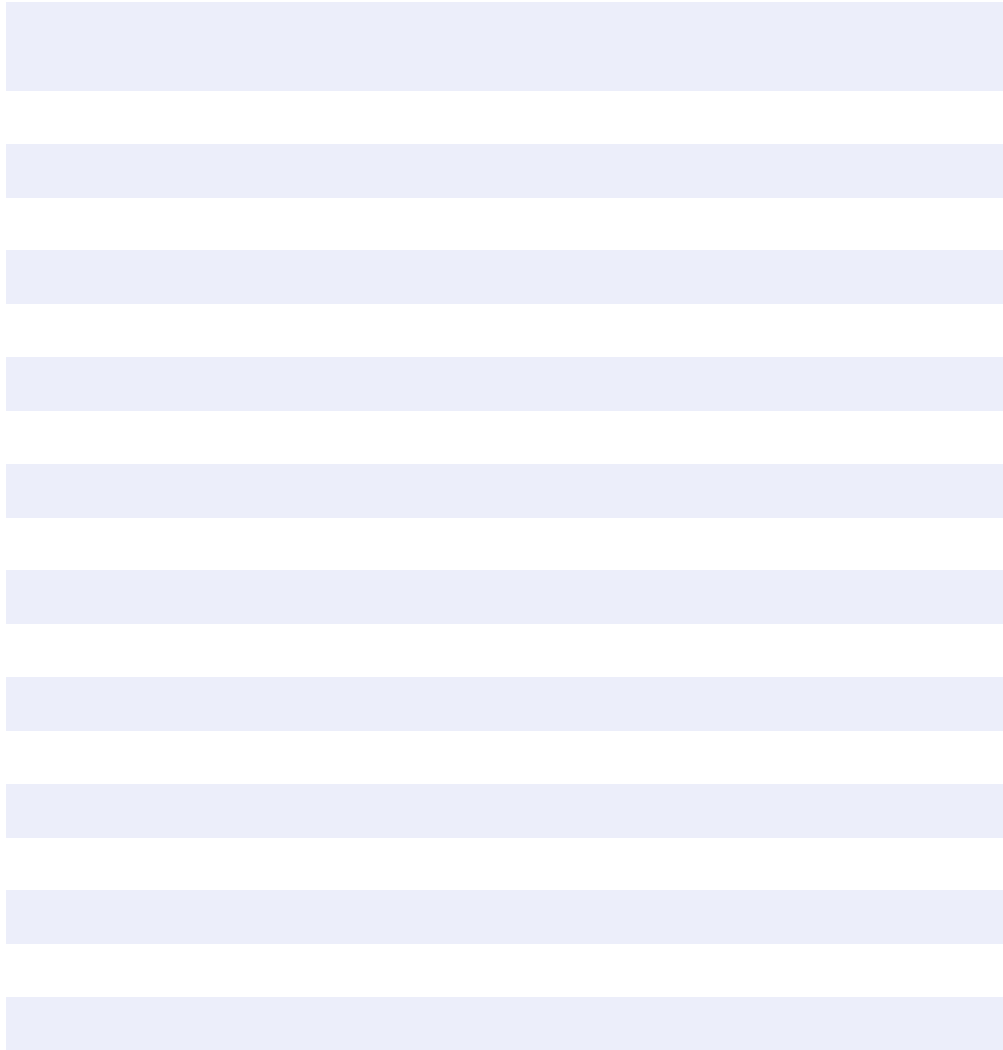
Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

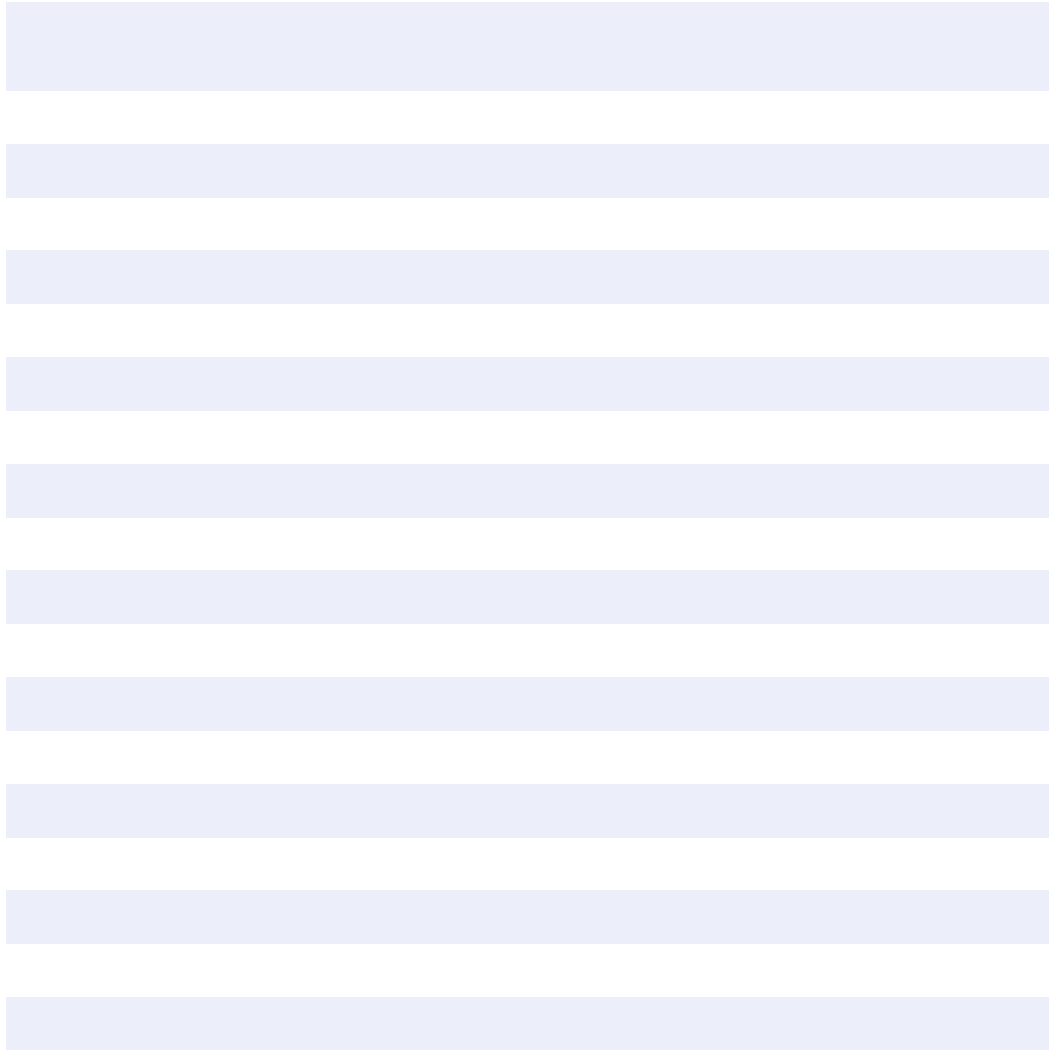
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	CA	91331		N/A
The Huntington National Bank	OH	45505	Older American, Servicemember	N/A
Wells Fargo & Company	NC	27285		N/A
Bank of America	CA	95356		N/A
Barclays PLC	GA	30281		N/A
PNC Bank N.A.	PA	15217	Older American	N/A
Bank of America	GA	30904		N/A
Capital One	GA	30281		N/A
PayPal Holdings, Inc.	CA	90723		N/A
Wells Fargo & Company	PA	17331	Older American	N/A
Bank of America	CT	06840	Older American	N/A
HSBC North America Holdings Inc.	TX	76643		N/A
Encore Capital Group	FL	33486		N/A
Bank of America	NC	27512		N/A
TD Bank US Holding Company	AZ	85268		N/A
Wells Fargo & Company	CA	92008		N/A
JPMorgan Chase & Co.	CA	94604		N/A
JPMorgan Chase & Co.	CA	90723		N/A
PNC Bank N.A.	PA	19125		N/A
Wells Fargo & Company	GA	30067		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/22/2013	Closed with explanation	Yes	Yes
Phone	10/22/2013	Closed with explanation	Yes	No
Web	10/22/2013	Closed with monetary relief	Yes	No
Web	10/22/2013	Closed with monetary relief	Yes	No
Postal mail	10/23/2013	Closed with explanation	Yes	No
Postal mail	10/23/2013	Closed with explanation	Yes	Yes
Referral	10/23/2013	Closed with explanation	Yes	Yes
Postal mail	10/22/2013	Closed with explanation	Yes	No
Postal mail	10/23/2013	Closed with explanation	Yes	No
Phone	10/23/2013	Closed with monetary relief	Yes	Yes
Referral	10/22/2013	Closed with monetary relief	Yes	No
Web	12/02/2013	Closed with explanation	Yes	Yes
Postal mail	10/24/2013	Closed with explanation	Yes	No
Postal mail	10/28/2013	Closed with explanation	Yes	Yes
Postal mail	10/23/2013	Closed with explanation	Yes	No
Phone	11/04/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Postal mail	10/23/2013	Closed with explanation	Yes	No
Referral	11/21/2013	Closed with explanation	Yes	No
Referral	10/23/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

565853

565197

565900

565254

565948

565406

565298

565949

566120

566328

566428

573077

566031

573334

565675

580448

565665

566128

603587

566976

Bank Account or Service Complaints

Based on Consumer Complaints

11/19/2013	Bank account or service	Checking account
10/22/2013	Bank account or service	Checking account
11/13/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
11/19/2013	Bank account or service	Checking account
11/19/2013	Bank account or service	Savings account
11/13/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
11/19/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Checking account
11/19/2013	Bank account or service	Checking account
10/22/2013	Bank account or service	Other bank product/service
11/19/2013	Bank account or service	Checking account
11/19/2013	Bank account or service	Checking account
11/19/2013	Bank account or service	Checking account
11/13/2013	Bank account or service	Other bank product/service
11/25/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

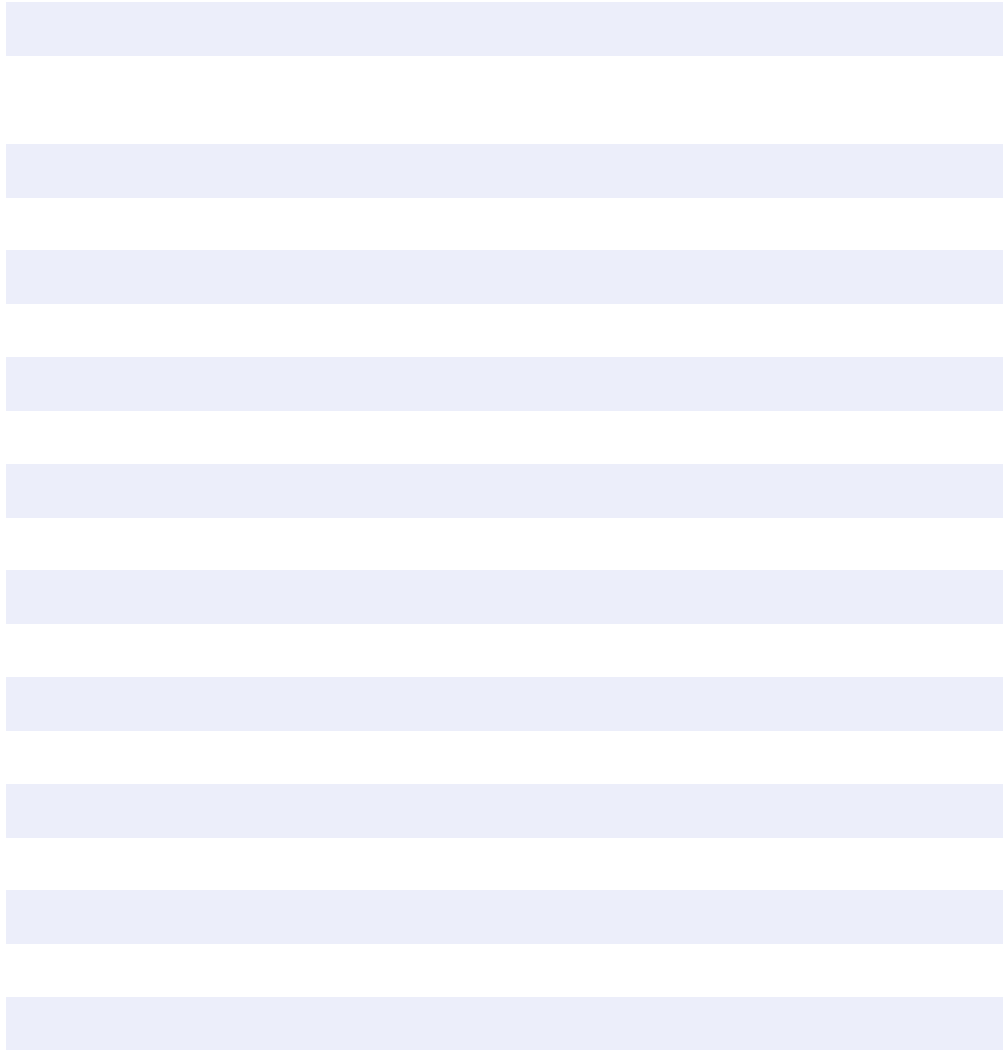
Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	IL	60636		N/A
Bank of the West	CA	94541		N/A
Navy FCU	AL	35120	Servicemember	N/A
SunTrust Banks, Inc.	TN	38464	Older American, Servicemember	N/A
SunTrust Banks, Inc.	FL	33805	Servicemember	N/A
USAA Savings	VA	23944	Older American	N/A
BB&T Financial	SC	29483		N/A
Valley National Bank	NJ	07024		N/A
M&T Bank Corporation	DE	19974	Older American	N/A
Citibank	NY	11694		N/A
BB&T Financial	VA	23701		N/A
First Tennessee Bank	TN	38125		N/A
Santander Bank US	NY	11004		N/A
Wells Fargo & Company	NJ	08527		N/A
BMO Harris	KS	66205		N/A
Bank of America	MA	01027		N/A
Pentagon FCU	OH	44124		N/A
BBVA Compass	AZ	86005		N/A
U.S. Bancorp	KY	40505		N/A
DFC Global Corp	PA	15212		N/A
Capital One	TX	77057	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	11/21/2013	Closed with explanation	Yes	No
Referral	10/23/2013	Closed with explanation	Yes	Yes
Phone	11/21/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	Yes
Postal mail	11/20/2013	Closed with monetary relief	Yes	No
Web	11/21/2013	Closed with monetary relief	Yes	No
Web	11/13/2013	Closed with explanation	Yes	Yes
Phone	10/28/2013	Closed with explanation	Yes	No
Phone	10/28/2013	Closed with explanation	Yes	Yes
Fax	11/21/2013	Closed with explanation	Yes	No
Referral	10/28/2013	Closed with monetary relief	Yes	Yes
Referral	10/29/2013	Closed with monetary relief	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Referral	11/26/2013	Closed with non-monetary relief	Yes	No
Web	11/29/2013	Closed with monetary relief	Yes	No
Phone	10/23/2013	Closed with explanation	Yes	No
Referral	11/21/2013	Closed with monetary relief	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	Yes
Referral	11/20/2013	Closed with explanation	Yes	No
Phone	11/20/2013	Closed with monetary relief	Yes	No
Phone	11/25/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

603553

567597

595817

573538

602927

603584

595107

573713

573714

603265

574898

573750

573769

610672

602964

567077

604556

604288

604355

596170

610552

Bank Account or Service Complaints

Based on Consumer Complaints

11/25/2013	Bank account or service	(CD) Certificate of deposit
11/13/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
11/13/2013	Bank account or service	Other bank product/service
10/23/2013	Bank account or service	Other bank product/service
10/28/2013	Bank account or service	Other bank product/service
11/25/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Checking account
11/01/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Other bank product/service
11/25/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
11/01/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Checking account
11/06/2013	Bank account or service	Other bank product/service
11/13/2013	Bank account or service	Other bank product/service
10/23/2013	Bank account or service	Checking account
11/19/2013	Bank account or service	Checking account
12/02/2013	Bank account or service	Checking account
10/23/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

Making/receiving payments, sending money

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Capital One	NY	11552	Older American	N/A
Bank of America	CA	91366	Older American	N/A
Santander Bank US	IL	60068		N/A
JPMorgan Chase & Co.	FL	33411		N/A
Amex	MD	20841		N/A
Wells Fargo & Company	OR	97462		N/A
Citibank	PA	17701		N/A
TD Bank US Holding Company	ME	04412	Older American	N/A
PNC Bank N.A.	MI	49017		N/A
Amex	FL	34209		N/A
Bank of America				N/A
Wells Fargo & Company	CA	90277		N/A
JPMorgan Chase & Co.	CA	92591		N/A
Bank of the West	OR	97283	Older American	N/A
Wells Fargo & Company	IA	50401		N/A
Bank of America	GA	31603	Servicemember	N/A
Wells Fargo & Company	WI	54842		N/A
Synchrony Financial	CA	90009		N/A
Citibank	NY	11023		N/A
Santander Bank US	MA	02127		N/A
Bank of America	NJ	08205	Older American	N/A
SunTrust Banks, Inc.	NC	28787		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	11/25/2013	Closed with monetary relief	Yes	No
Phone	11/14/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	10/23/2013	Closed with monetary relief	Yes	No
Web	10/28/2013	Closed with explanation	Yes	No
Postal mail	12/09/2013	Closed with monetary relief	Yes	No
Web	10/23/2013	Closed with explanation	Yes	No
Referral	11/04/2013	Closed with non-monetary relief	Yes	No
Referral	11/26/2013	Closed with monetary relief	Yes	No
Fax	11/05/2013	Closed with explanation	Yes	Yes
Web	11/25/2013	Closed with explanation	Yes	Yes
Phone	11/25/2013	Closed with explanation	Yes	No
Postal mail	11/08/2013	Closed with explanation	Yes	No
Referral	11/12/2013	Closed with explanation	Yes	No
Referral	10/23/2013	Closed with explanation	Yes	No
Phone	11/07/2013	Closed with monetary relief	Yes	Yes
Referral	11/25/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with explanation	Yes	Yes
Referral	11/20/2013	Closed with explanation	Yes	No
Phone	12/03/2013	Closed with explanation	Yes	No
Referral	10/24/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

610556

596216

574091

596315

567824

574130

610703

567862

581679

611065

567779

610816

610871

574585

582905

567715

588307

596985

568123

604722

618540

568265

Bank Account or Service Complaints

Based on Consumer Complaints

11/25/2013	Bank account or service	Checking account
11/06/2013	Bank account or service	Savings account
10/28/2013	Bank account or service	Checking account
11/01/2013	Bank account or service	Savings account
11/06/2013	Bank account or service	Checking account
11/01/2013	Bank account or service	Checking account
11/06/2013	Bank account or service	Checking account
11/01/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
11/01/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Checking account
10/28/2013	Bank account or service	Other bank product/service
11/01/2013	Bank account or service	Checking account
11/01/2013	Bank account or service	Savings account
11/06/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Checking account
11/13/2013	Bank account or service	Checking account
11/01/2013	Bank account or service	Checking account
12/02/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

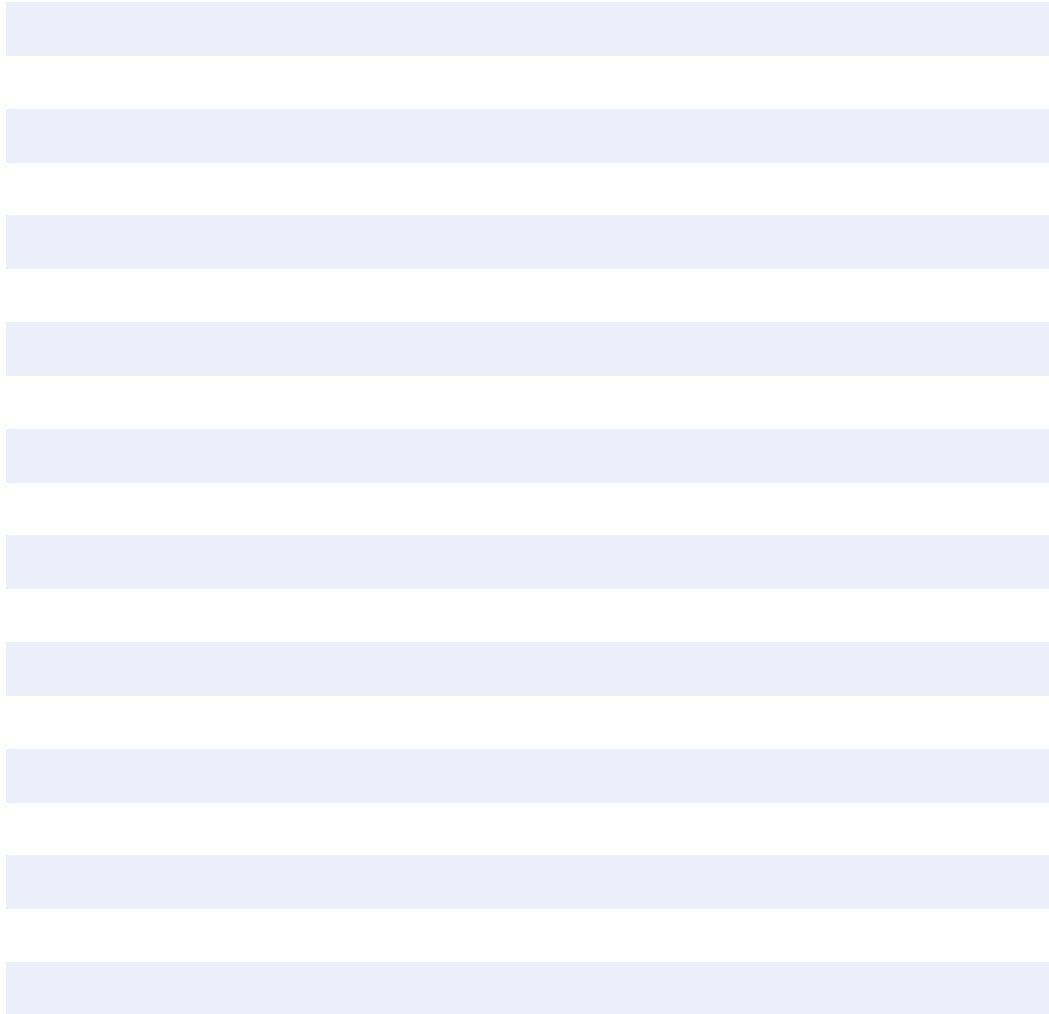
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

HSBC North America Holdings Inc.	FL	33021	N/A
TD Bank US Holding Company	FL	33056	N/A
JPMorgan Chase & Co.	FL	33160	N/A
Navy FCU	FL	32137	N/A
PNC Bank N.A.	NJ	08021	N/A
Wells Fargo & Company	FL	32082	N/A
Wells Fargo & Company	IA	52501	N/A
Bank of America	NJ	08854	N/A
JPMorgan Chase & Co.	IL	60613	N/A
JPMorgan Chase & Co.	TX	77016	N/A
Regions Financial Corporation	TN	38125	N/A
Bank of America	TN	38125	N/A
Santander Bank US	SC	29607	N/A
JPMorgan Chase & Co.	AZ	85283	N/A
U.S. Bancorp			N/A
Wells Fargo & Company	TX	78537	N/A
Associated Bank	IL	60014	N/A
USAA Savings	CA	92020	N/A
Capital One	VT	05474	N/A
Regions Financial Corporation	AL	35670	N/A
PNC Bank N.A.	GA	30022	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	11/26/2013	Closed	Yes	No
Web	11/06/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	Yes
Referral	11/06/2013	Closed with explanation	Yes	No
Fax	11/07/2013	Closed with monetary relief	Yes	Yes
Referral	11/06/2013	Closed with non-monetary relief	Yes	Yes
Referral	11/07/2013	Closed with monetary relief	Yes	Yes
Referral	11/06/2013	Closed with monetary relief	Yes	No
Web	10/29/2013	Closed with explanation	Yes	Yes
Referral	11/05/2013	Closed with explanation	Yes	No
Referral	10/29/2013	Closed	Yes	No
Referral	10/29/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed	Yes	No
Phone	11/01/2013	Closed with monetary relief	Yes	No
Web	11/01/2013	Closed with non-monetary relief	Yes	No
Phone	11/07/2013	Closed with explanation	Yes	No
Web	10/28/2013	Closed with explanation	Yes	Yes
Web	11/13/2013	Closed with explanation	Yes	No
Referral	11/05/2013	Closed with explanation	Yes	No
Referral	12/03/2013	Closed with monetary relief	Yes	No
Web	11/29/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

610969

588355

574427

582927

588382

581031

588555

581036

574466

581040

573751

573752

574486

581899

581939

588486

575144

596754

582975

618256

611195

Bank Account or Service Complaints

Based on Consumer Complaints

11/01/2013	Bank account or service	Savings account
10/29/2013	Bank account or service	Checking account
11/19/2013	Bank account or service	Checking account
12/02/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Checking account
11/01/2013	Bank account or service	Checking account
11/06/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	(CD) Certificate of deposit
12/02/2013	Bank account or service	Checking account
11/13/2013	Bank account or service	Checking account
11/06/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Other bank product/service
11/20/2013	Bank account or service	Checking account
11/06/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Other bank product/service
11/20/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Checking account
11/06/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Problems caused by my funds being low

Making/receiving payments, sending money

Problems caused by my funds being low

Using a debit or ATM card

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

HSBC North America Holdings Inc.	NY	10469		N/A
JPMorgan Chase & Co.	TX	77035		N/A
Citibank	CA	91343		N/A
Santander Bank US	NJ	07206		N/A
PNC Bank N.A.	DC	20024	Older American	N/A
Santander Bank US	MA	01832		N/A
Fifth Third Financial Corporation	OH	45694		N/A
Wells Fargo & Company	NC	28602	Older American	N/A
BB&T Financial	MD	21117		N/A
JPMorgan Chase & Co.	NY	11763		N/A
Bank of America	CA	93021		N/A
Flagstar Bank	GA	30052		N/A
Wells Fargo & Company	TX	77070	Servicemember	N/A
U.S. Bancorp	AZ	85043		N/A
Bank of America	MA	02125		N/A
Bank of America	OK	73103		N/A
PNC Bank N.A.	MI	48203		N/A
Citibank	TX	78223	Older American	N/A
TD Bank US Holding Company	SC	29615		N/A
Bank of America	TX	78660		N/A
Fifth Third Financial Corporation	KY	41011		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	11/05/2013	Closed with monetary relief	Yes	No
Referral	10/29/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with non-monetary relief	Yes	No
Web	12/02/2013	Closed with monetary relief	Yes	No
Phone	10/29/2013	Closed with explanation	Yes	No
Web	12/09/2013	Closed	Yes	No
Referral	11/07/2013	Closed with explanation	Yes	No
Phone	11/07/2013	Closed with explanation	Yes	Yes
Referral	12/16/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	Yes
Web	11/27/2013	Closed with monetary relief	Yes	No
Referral	11/08/2013	Closed with explanation	Yes	Yes
Phone	11/29/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Phone	11/07/2013	Closed with explanation	Yes	No
Referral	11/26/2013	Closed with explanation	Yes	Yes
Referral	10/29/2013	Closed with explanation	Yes	No
Postal mail	11/21/2013	Closed with explanation	Yes	Yes
Referral	11/20/2013	Closed with monetary relief	Yes	No
Phone	11/07/2013	Closed with non-monetary relief	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

582986

575251

602931

617926

575277

605308

583015

588636

611535

617976

596891

590670

611326

605403

588681

611545

575405

604814

605761

588723

605967

Bank Account or Service Complaints

Based on Consumer Complaints

11/20/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Savings account
12/02/2013	Bank account or service	Checking account
10/29/2013	Bank account or service	Savings account
11/20/2013	Bank account or service	Other bank product/service
10/29/2013	Bank account or service	Savings account
11/20/2013	Bank account or service	Savings account
10/29/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account
12/03/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account
12/03/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
12/03/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Other bank product/service
11/07/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Making/receiving payments, sending money

Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

M&T Bank Corporation	MD	20879		N/A
Wells Fargo & Company	CA	92672		N/A
JPMorgan Chase & Co.	TX	77303		N/A
SunTrust Banks, Inc.	MD	20853		N/A
BBVA Compass	TX	78748		N/A
Wells Fargo & Company	GA	30032	Servicemember	N/A
Capital One	NJ	07009		N/A
SunTrust Banks, Inc.	FL	33317		N/A
Wells Fargo & Company	GA	30038		N/A
Citibank	NY	10013		N/A
TD Bank US Holding Company	NJ	08016		N/A
Flagstar Bank	MI	48317		N/A
Bank of America	MO	64116		N/A
Wells Fargo & Company	GA	30344		N/A
Fifth Third Financial Corporation	NC	28052		N/A
Bank of America	MD	20784		N/A
BB&T Financial	NC	28052		N/A
Wells Fargo & Company	AZ	85338		N/A
Valley National Bank	NJ	07070	Older American	N/A
JPMorgan Chase & Co.	TX	79413		N/A
Bank of America	CA	94115		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	11/20/2013	Closed with explanation	Yes	No
Referral	11/20/2013	Closed	Yes	No
Web	12/09/2013	Closed with explanation	Yes	No
Web	10/29/2013	Closed with explanation	Yes	Yes
Referral	11/21/2013	Closed with explanation	Yes	No
Postal mail	10/29/2013	Closed with explanation	Yes	Yes
Phone	11/20/2013	Closed with monetary relief	Yes	No
Fax	10/29/2013	Closed with monetary relief	Yes	No
Phone	11/26/2013	Closed with non-monetary relief	Yes	No
Phone	11/21/2013	Closed with explanation	Yes	Yes
Referral	11/08/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	No
Referral	11/12/2013	Closed with explanation	Yes	Yes
Web	12/02/2013	Closed with monetary relief	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed	Yes	Yes
Web	11/14/2013	Closed with explanation	Yes	No
Web	11/06/2013	Closed with explanation	Yes	Yes
Web	11/27/2013	Closed with explanation	Yes	Yes
Referral	11/18/2013	Closed with explanation	Yes	No
Web	11/07/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

605809

606171

618180

575432

606235

574989

605486

575073

611476

604812

589412

618732

590690

618741

598167

618755

598175

589535

605705

598313

589563

Bank Account or Service Complaints

Based on Consumer Complaints

11/14/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Savings account
11/14/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Checking account
11/02/2013	Bank account or service	Checking account
11/25/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account
11/26/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account
11/02/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
11/26/2013	Bank account or service	Checking account
12/03/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

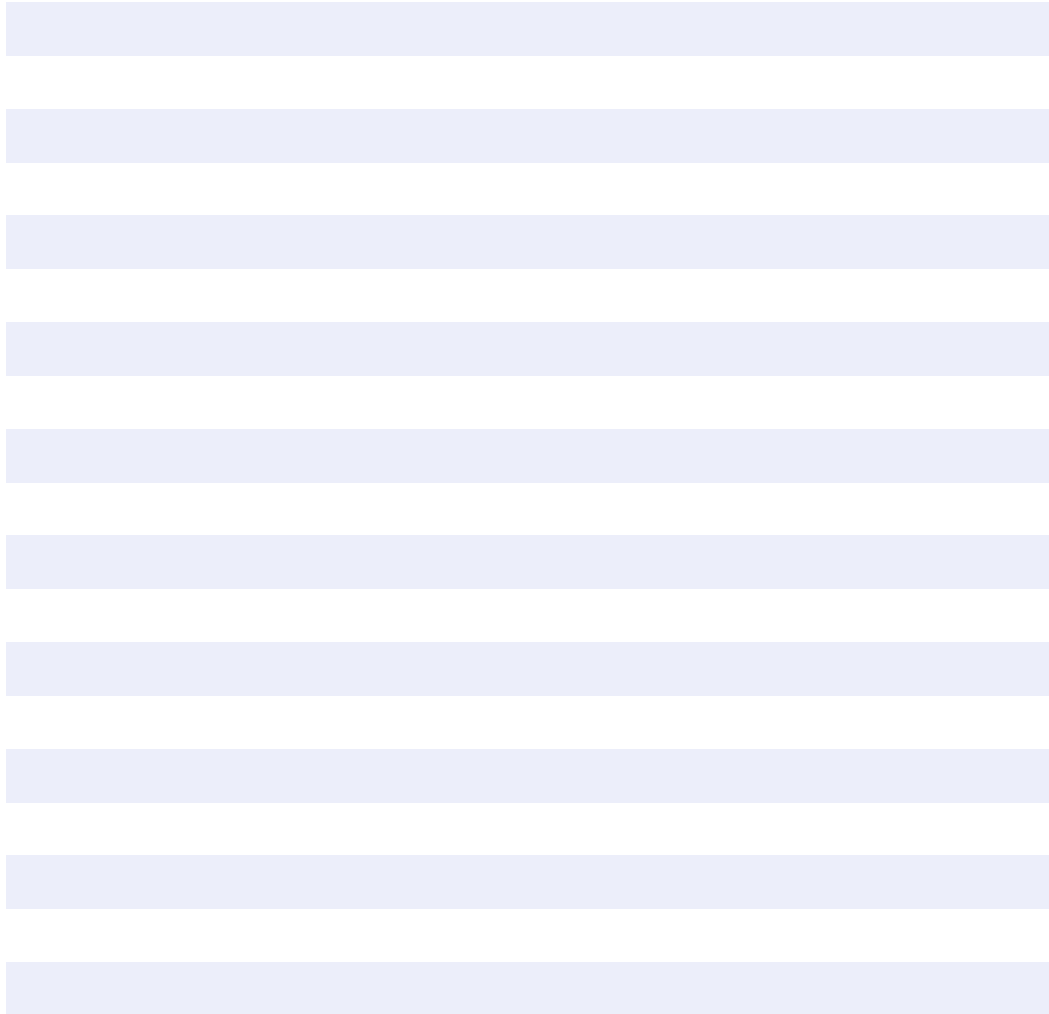
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	GA	31904		N/A
PayPal Holdings, Inc.	VA	23229		N/A
Fifth Third Financial Corporation	IN	46514		N/A
JPMorgan Chase & Co.	NV	89145		N/A
JPMorgan Chase & Co.	NV	89145		N/A
Regions Financial Corporation	FL	33139		N/A
Charles Schwab Bank	NJ	08034		N/A
HSBC North America Holdings Inc.	FL	33138		N/A
JPMorgan Chase & Co.	IL	60505		N/A
BB&T Financial	SC	29511		N/A
JPMorgan Chase & Co.	AZ	85282		N/A
Wells Fargo & Company	CA	91340		N/A
JPMorgan Chase & Co.	IL	60475		N/A
Fifth Third Financial Corporation	OH	44021	Servicemember	N/A
JPMorgan Chase & Co.	TX	75150		N/A
Bank of America	NY	11570		N/A
U.S. Bancorp	CA	92315	Older American	N/A
Comerica	TX	77338		N/A
Bank of America	MA	02478		N/A
Wells Fargo & Company	DC	20009		N/A
U.S. Bancorp	MO	65560	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	11/18/2013	Closed with monetary relief	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Referral	11/18/2013	Closed with monetary relief	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	Yes
Referral	11/19/2013	Closed with explanation	Yes	Yes
Web	12/03/2013	Closed with monetary relief	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	11/06/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with monetary relief	Yes	Yes
Web	11/07/2013	Closed with explanation	Yes	No
Referral	11/26/2013	Closed with explanation	Yes	No
Phone	11/14/2013	Closed with monetary relief	Yes	No
Phone	11/07/2013	Closed with explanation	Yes	No
Web	11/12/2013	Closed with non-monetary relief	Yes	Yes
Referral	11/19/2013	Closed with explanation	Yes	Yes
Referral	12/02/2013	Closed with explanation	Yes	No
Web	11/25/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	Yes
Phone	11/19/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

598345

589572

598314

597082

598250

611597

611606

589625

611623

582454

613530

589689

612283

598350

589782

582531

598055

597327

612397

619095

598471

Bank Account or Service Complaints

Based on Consumer Complaints

12/03/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account
12/04/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account
12/03/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
11/26/2013	Bank account or service	Checking account
11/07/2013	Bank account or service	Checking account
12/03/2013	Bank account or service	Checking account
12/03/2013	Bank account or service	Savings account
12/03/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Checking account
12/04/2013	Bank account or service	Savings account
11/20/2013	Bank account or service	Checking account
12/04/2013	Bank account or service	Checking account
12/10/2013	Bank account or service	Checking account
12/10/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

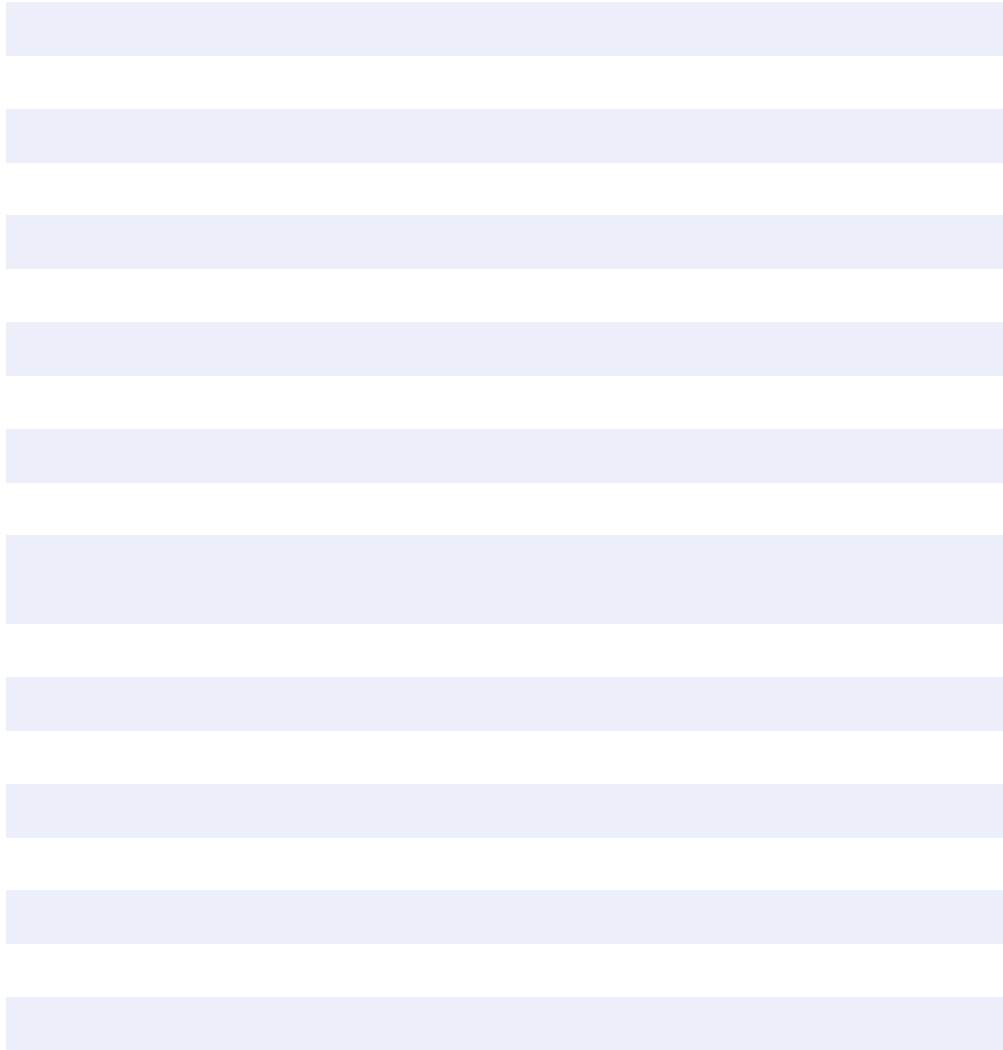
Account opening, closing, or management

Problems caused by my funds being low

Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Citizens Financial Group, Inc.	MA	02135		N/A
PNC Bank N.A.	MI	48212		N/A
Bank of America	NY	10019		N/A
Comerica	NC	27870		N/A
JPMorgan Chase & Co.	NY	11213		N/A
Wells Fargo & Company	NY	11561		N/A
Bank of America	NJ	07070		N/A
Bank of America	MD	21217		N/A
M&T Bank Corporation	NY	14103		N/A
Wells Fargo & Company	CA	92562		N/A
PNC Bank N.A.	PA	15210		N/A
Bank of America	FL	34957	Older American, Servicemember	N/A
Santander Bank US	MA	01844		N/A
New York Community Bank	NJ	07042		N/A
BMO Harris	IL	61109		N/A
Regions Financial Corporation	GA	30106		N/A
Wells Fargo & Company	MD	21209		N/A
BB&T Financial	FL	33935		N/A
PNC Bank N.A.	MD	21216		N/A
TD Bank US Holding Company	MA	01532	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	12/04/2013	Closed with explanation	Yes	No
Phone	11/08/2013	Closed with monetary relief	Yes	No
Referral	12/05/2013	Closed with explanation	Yes	No
Referral	11/08/2013	Closed with monetary relief	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No
Referral	12/20/2013	Closed with monetary relief	Yes	No
Web	12/03/2013	Closed with monetary relief	Yes	No
Phone	11/12/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No
Web	12/03/2013	Closed with monetary relief	Yes	No
Phone	12/04/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with non-monetary relief	Yes	Yes
Referral	11/21/2013	Closed	Yes	No
Referral	11/21/2013	Closed with explanation	Yes	Yes
Referral	12/06/2013	Closed with explanation	Yes	No
Referral	11/21/2013	Closed with explanation	Yes	No
Referral	12/05/2013	Closed with monetary relief	Yes	No
Referral	12/11/2013	Closed with explanation	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

619167

589073

621137

590499

619312

636713

612591

590311

619601

619744

619798

605996

605152

606446

620953

606483

620976

627953

627980

598612

Bank Account or Service Complaints

Based on Consumer Complaints

12/04/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
11/26/2013	Bank account or service	Other bank product/service
12/04/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Checking account
11/20/2013	Bank account or service	Savings account
12/10/2013	Bank account or service	(CD) Certificate of deposit
11/14/2013	Bank account or service	Checking account
11/26/2013	Bank account or service	Other bank product/service
12/04/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	(CD) Certificate of deposit
12/10/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
12/04/2013	Bank account or service	Checking account
11/26/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Savings account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

PNC Bank N.A.	MD	21217		N/A
Wells Fargo & Company	TX	78217		N/A
Ocwen	NJ	08244		N/A
Synovus Bank	GA	30265		N/A
Bank of America	FL	32504		N/A
Bank of America	MI	49418		N/A
Wells Fargo & Company	CA	94401	Older American	N/A
Bank of America	NY	11731		N/A
Discover	CO	80222	Older American	N/A
TD Bank US Holding Company	MD	20874		N/A
PNC Bank N.A.	FL	33467		N/A
Wells Fargo & Company	AK	99576		N/A
Bank of America				N/A
JPMorgan Chase & Co.	FL	34238		N/A
Citizens Financial Group, Inc.	VT	05733		N/A
Santander Bank US	PA	17315		N/A
U.S. Bancorp	CA	91602		N/A
HSBC North America Holdings Inc.	FL	33442		N/A
PNC Bank N.A.	FL	34972		N/A
Wells Fargo & Company	VA	23860		N/A
SunTrust Banks, Inc.	GA	30032		N/A
Bank of America	PA	11698		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	12/05/2013	Closed with non-monetary relief	Yes	No
Phone	11/19/2013	Closed with monetary relief	Yes	No
Referral	12/02/2013	Closed with explanation	Yes	No
Referral	12/05/2013	Closed with explanation	Yes	Yes
Phone	11/21/2013	Closed with non-monetary relief	Yes	No
Web	11/21/2013	Closed with monetary relief	Yes	No
Postal mail	12/12/2013	Closed with explanation	Yes	Yes
Web	11/14/2013	Closed with monetary relief	Yes	No
Phone	12/03/2013	Closed with explanation	Yes	Yes
Web	12/05/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with monetary relief	Yes	No
Phone	11/20/2013	Closed with monetary relief	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No
Web	11/21/2013	Closed with explanation	Yes	No
Web	11/20/2013	Closed	Yes	No
Referral	12/05/2013	Closed with explanation	Yes	No
Web	12/02/2013	Closed with explanation	Yes	Yes
Referral	11/22/2013	Closed with explanation	Yes	Yes
Referral	11/22/2013	Closed with explanation	Yes	No
Referral	11/22/2013	Closed with monetary relief	Yes	No
Referral	11/22/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

620763

598614

612819

621194

606552

606566

628965

598762

613028

620937

607204

607205

598841

628324

607040

598929

621332

613123

607445

607494

607111

607473

Bank Account or Service Complaints

Based on Consumer Complaints

12/10/2013	Bank account or service	Checking account
12/10/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
12/10/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
12/10/2013	Bank account or service	(CD) Certificate of deposit
12/10/2013	Bank account or service	(CD) Certificate of deposit
11/26/2013	Bank account or service	Checking account
12/10/2013	Bank account or service	Checking account
12/04/2013	Bank account or service	Checking account
11/14/2013	Bank account or service	Checking account
12/20/2013	Bank account or service	Checking account
12/04/2013	Bank account or service	Checking account
12/04/2013	Bank account or service	Other bank product/service
12/04/2013	Bank account or service	Other bank product/service
11/15/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Checking account
12/04/2013	Bank account or service	Savings account
12/16/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

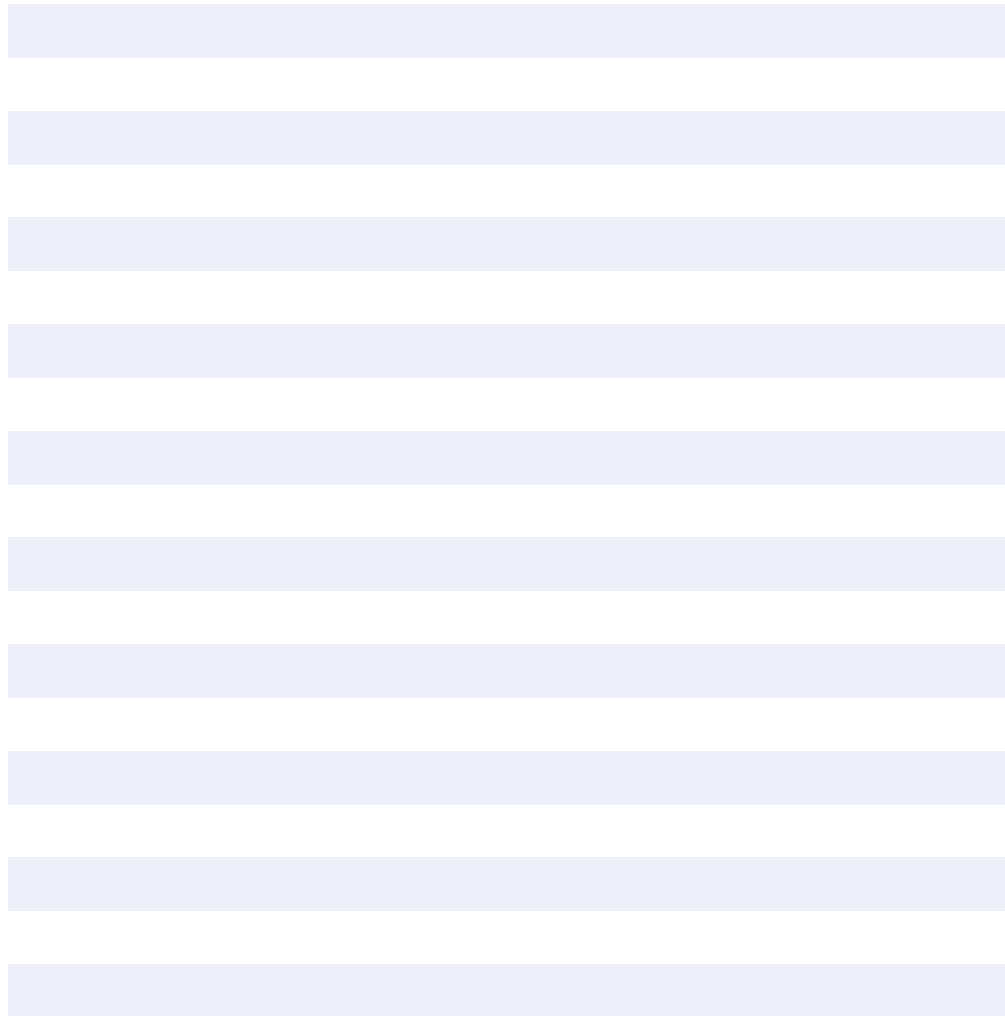
Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	CA	95209		N/A
TCF National Bank	MN	55431		N/A
JPMorgan Chase & Co.	TX	77087		N/A
Santander Bank US	NY	10128		N/A
Bank of America	WA	98823		N/A
Banco Popular North America	FL	32807		N/A
Wells Fargo & Company	NC	28785	Older American	N/A
Wells Fargo & Company	NJ	08004	Older American	N/A
Wells Fargo & Company	OR	97207		N/A
Wells Fargo & Company	FL	33015		N/A
Bank of America	WA	98816		N/A
Bank of the West	CA	93003		N/A
U.S. Bancorp	CO	80918		N/A
Wells Fargo & Company	NJ	07840		N/A
BB&T Financial	PA	17202		N/A
Synchrony Financial	UT	84104		N/A
JPMorgan Chase & Co.	CA	94605		N/A
U.S. Bancorp	KY	42220		N/A
BB&T Financial	FL	34677		N/A
Bank of America	MA	02351		N/A
JPMorgan Chase & Co.	CA	91729		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	12/10/2013	Closed with monetary relief	Yes	No
Referral	12/13/2013	Closed with monetary relief	Yes	No
Referral	11/18/2013	Closed with monetary relief	Yes	No
Phone	11/21/2013	Closed	Yes	No
Referral	12/11/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	No
Referral	12/11/2013	Closed with explanation	Yes	No
Phone	12/11/2013	Closed with explanation	Yes	No
Phone	12/04/2013	Closed with non-monetary relief	Yes	No
Web	12/17/2013	Closed with monetary relief	Yes	No
Web	12/11/2013	Closed with explanation	Yes	Yes
Web	11/25/2013	Closed with monetary relief	Yes	No
Web	12/20/2013	Closed with monetary relief	Yes	No
Referral	12/05/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with monetary relief	Yes	Yes
Referral	12/10/2013	Closed with explanation	Yes	Yes
Web	12/02/2013	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	Yes
Web	11/15/2013	Closed with explanation	Yes	No
Web	12/04/2013	Closed with explanation	Yes	No
Postal mail	12/19/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

628455

628667

599229

607407

628817

599102

628834

627625

613278

628592

621222

599228

641701

621481

621474

621946

599454

599374

599461

621401

635394

Bank Account or Service Complaints

Based on Consumer Complaints

12/04/2013	Bank account or service	(CD) Certificate of deposit
11/27/2013	Bank account or service	Checking account
12/04/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Checking account
12/16/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Other bank product/service
11/15/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
12/21/2013	Bank account or service	Other bank product/service
11/15/2013	Bank account or service	Checking account
12/16/2013	Bank account or service	Other bank product/service
12/21/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Checking account
12/16/2013	Bank account or service	Checking account
12/11/2013	Bank account or service	Checking account
12/16/2013	Bank account or service	Checking account
12/04/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

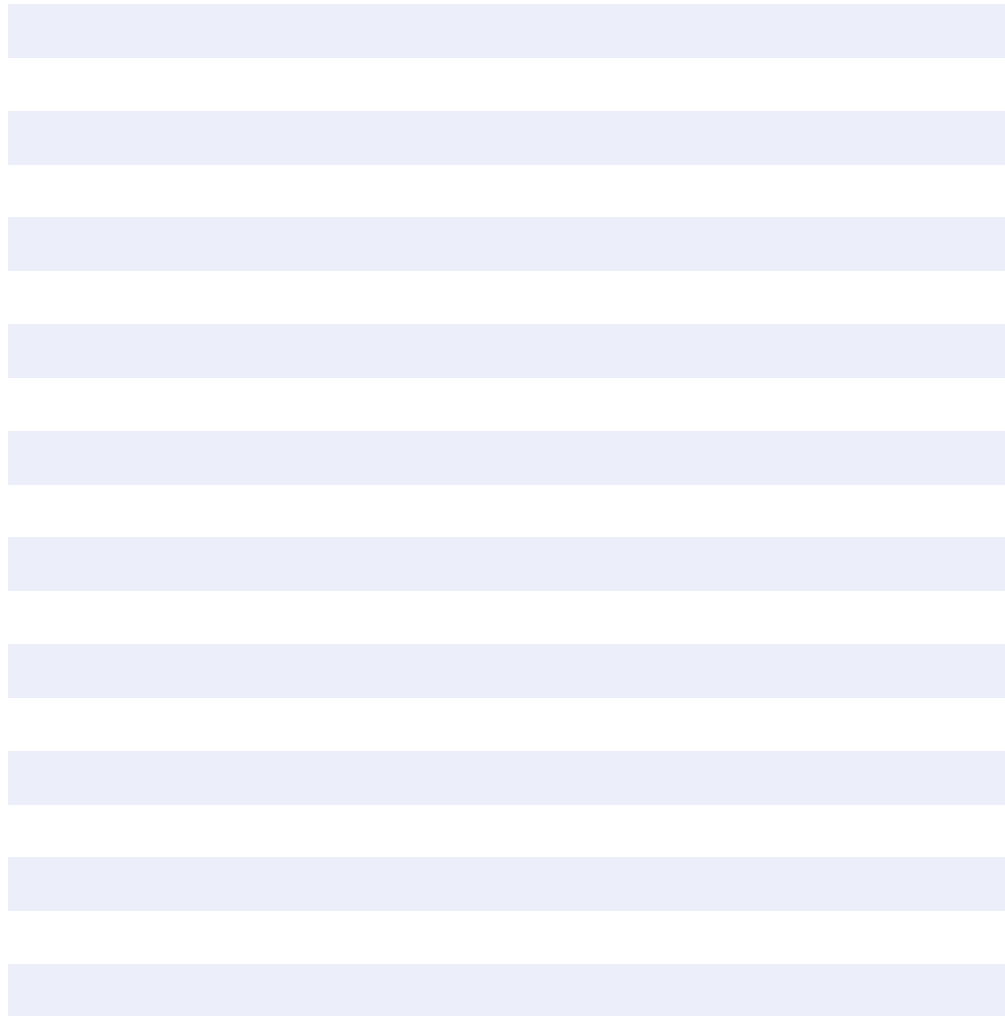
Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	FL	32259		N/A
Capital One	MD	20854		N/A
Bank of America	VA	22404		N/A
JPMorgan Chase & Co.	PA	18643		N/A
JPMorgan Chase & Co.	WI	53189		N/A
Regions Financial Corporation	AL	35757		N/A
Capital One	MD	20712		N/A
JPMorgan Chase & Co.	PA	18643		N/A
JPMorgan Chase & Co.	PA	18643		N/A
BB&T Financial	MD	20743		N/A
PNC Bank N.A.	MD	20712		N/A
SunTrust Banks, Inc.	GA	30101		N/A
JPMorgan Chase & Co.	AZ	85716		N/A
BB&T Financial	SC	29642		N/A
JPMorgan Chase & Co.	NJ	70305		N/A
TD Bank US Holding Company	ME	04046		N/A
Bank of America	CA	94502		N/A
Fidelity National Information Services, Inc. (FNIS)	NY	13209	Older American	N/A
Wells Fargo & Company	MD	20866		N/A
U.S. Bancorp	OH	45648	Older American	N/A
PNC Bank N.A.	OH	43227		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	12/05/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Postal mail	12/05/2013	Closed with monetary relief	Yes	No
Referral	11/20/2013	Closed with explanation	Yes	No
Phone	12/19/2013	Closed with explanation	Yes	No
Referral	11/22/2013	Closed with monetary relief	Yes	No
Referral	11/25/2013	Closed with explanation	Yes	Yes
Referral	11/19/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Phone	12/19/2013	Closed with explanation	Yes	No
Referral	12/26/2013	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Postal mail	12/23/2013	Closed with explanation	Yes	No
Web	12/10/2013	Closed with monetary relief	Yes	No
Phone	12/23/2013	Closed with explanation	Yes	No
Phone	12/06/2013	Closed with explanation	Yes	No
Phone	11/25/2013	Closed with explanation	Yes	No
Referral	11/21/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

621470

614241

621486

599531

634617

607852

607856

599545

599546

607868

641307

599664

635512

640084

599878

635517

629460

635528

621536

607907

599797

Bank Account or Service Complaints

Based on Consumer Complaints

11/15/2013	Bank account or service	Checking account
12/11/2013	Bank account or service	Cashing a check without an account
12/16/2013	Bank account or service	Checking account
12/16/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Other bank product/service
11/21/2013	Bank account or service	Other bank product/service
12/11/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Checking account
12/30/2013	Bank account or service	Other bank product/service
12/30/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Other bank product/service
12/16/2013	Bank account or service	Checking account
11/21/2013	Bank account or service	Checking account
12/11/2013	Bank account or service	Other bank product/service
11/15/2013	Bank account or service	Savings account
12/30/2013	Bank account or service	Checking account
12/21/2013	Bank account or service	Checking account
12/11/2013	Bank account or service	Checking account
12/11/2013	Bank account or service	Savings account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Making/receiving payments, sending money

Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

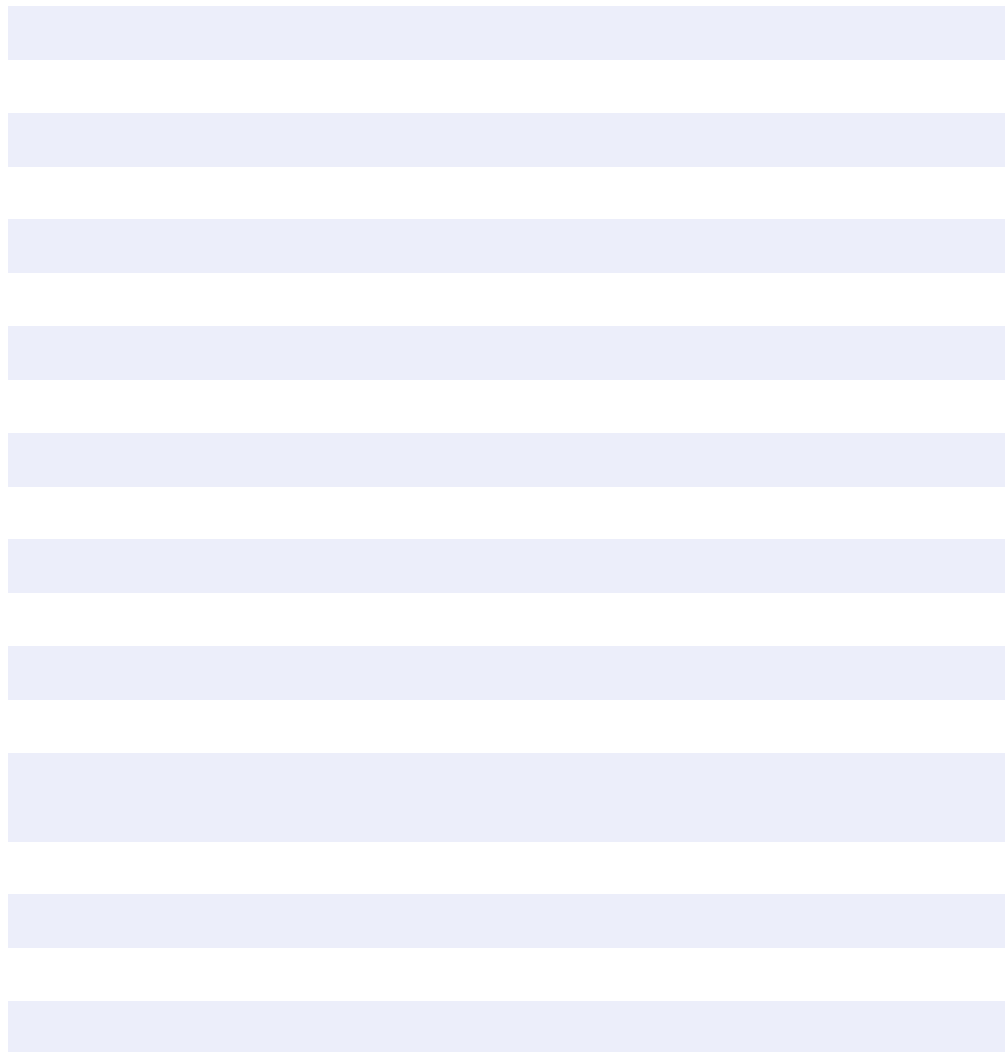
Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NJ	07631		N/A
JPMorgan Chase & Co.	NY	10927		N/A
Bank of America	TX	79102		N/A
U.S. Bancorp	CA	91901		N/A
HSBC North America Holdings Inc.	KS	66760		N/A
Bank of America	CA	92562		N/A
Regions Financial Corporation	CA	90720		N/A
Arvest Bank	AR	72223		N/A
Bank of America	MD	21215		N/A
ONLINE Information Services, Inc.	TN	38104	Older American	N/A
Fidelity National Information Services, Inc. (FNIS)	NC	28348		N/A
Bank of America	MA	02126		N/A
Santander Bank US	MD	20748		N/A
Bank of America	CA	90012		N/A
CashCall, Inc.	SC	29445		N/A
Santander Bank US	MA	01801	Older American, Servicemember	N/A
Astoria Bank	NY	10009		N/A
Wells Fargo & Company	TX	75089		N/A
PNC Bank N.A.	FL	32803	Older American	N/A
Capital One	LA	71282		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	11/20/2013	Closed with monetary relief	Yes	No
Web	12/18/2013	Closed with monetary relief	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No
Phone	12/19/2013	Closed with explanation	Yes	No
Referral	11/25/2013	Closed with explanation	Yes	No
Web	11/22/2013	Closed with explanation	Yes	No
Referral	12/13/2013	Closed with explanation	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Phone	11/18/2013	Closed with explanation	Yes	No
Postal mail	01/31/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Web	11/18/2013	Closed with explanation	Yes	Yes
Phone	12/20/2013	Closed with explanation	Yes	No
Web	11/26/2013	Closed with monetary relief	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	No
Postal mail	11/21/2013	Closed	Yes	No
Web	12/30/2013	Closed with monetary relief	Yes	Yes
Web	12/21/2013	Closed with monetary relief	Yes	No
Phone	12/12/2013	Closed with explanation	Yes	No
Referral	12/12/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

599760

629504

635572

635574

607862

607965

629601

607978

599656

648828

649456

599694

635636

608050

629327

599748

649142

641533

629627

630599

Bank Account or Service Complaints

Based on Consumer Complaints

11/27/2013	Bank account or service	Checking account
12/30/2013	Bank account or service	Checking account
12/05/2013	Bank account or service	Checking account
12/30/2013	Bank account or service	Checking account
12/05/2013	Bank account or service	Savings account
12/22/2013	Bank account or service	Checking account
12/30/2013	Bank account or service	Checking account
12/16/2013	Bank account or service	Checking account
12/16/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/11/2013	Bank account or service	(CD) Certificate of deposit
12/30/2013	Bank account or service	Checking account
12/23/2013	Bank account or service	Checking account
12/30/2013	Bank account or service	Savings account
12/23/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/23/2013	Bank account or service	Checking account
12/05/2013	Bank account or service	(CD) Certificate of deposit
11/27/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Making/receiving payments, sending money

Using a debit or ATM card

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

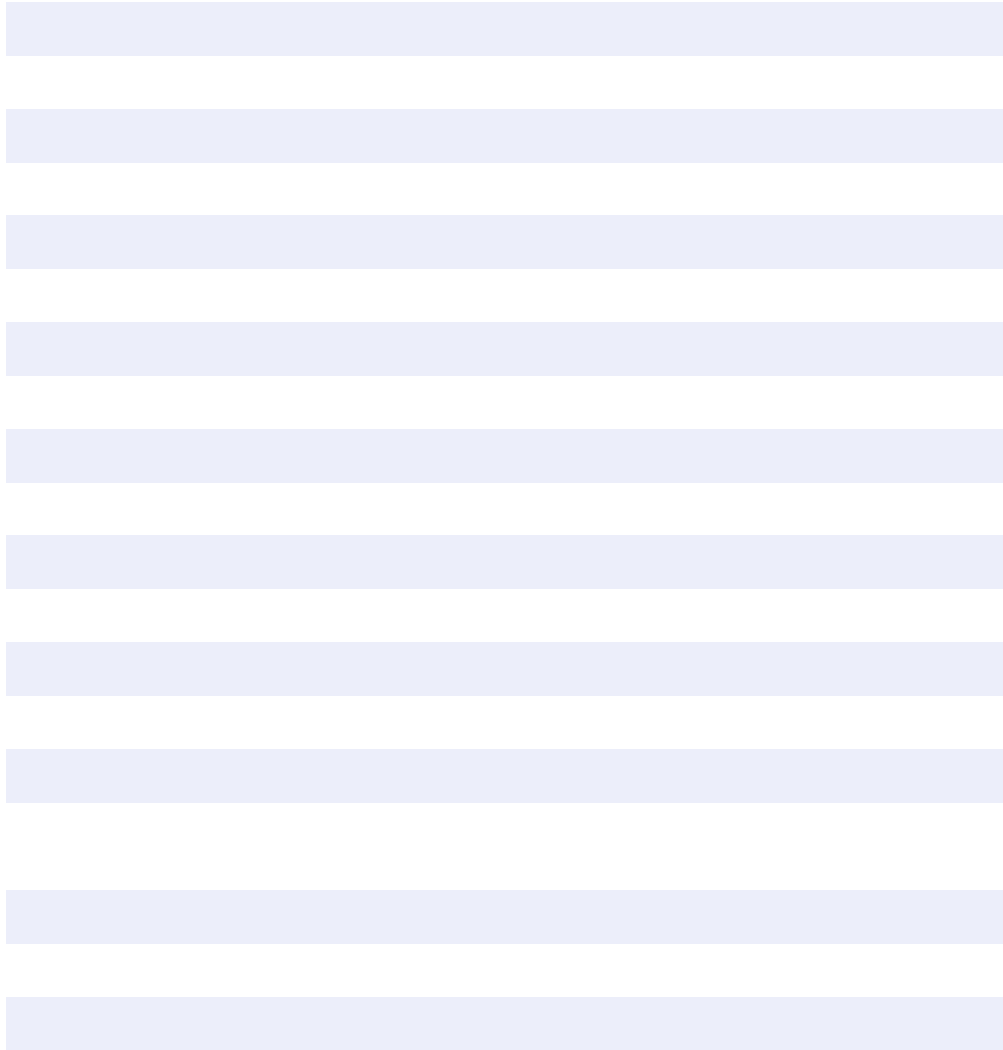
Problems caused by my funds being low

Using a debit or ATM card

Account opening, closing, or management

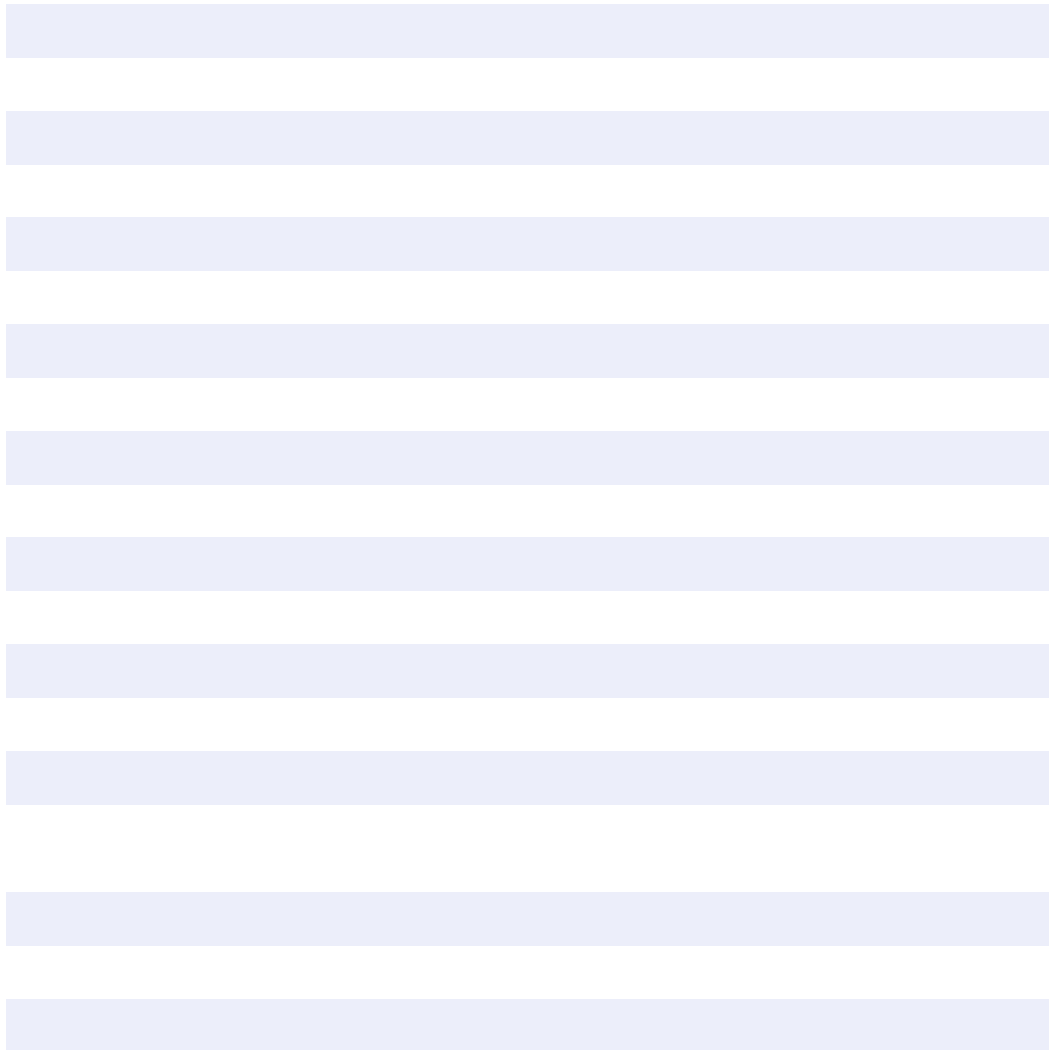
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	MD	20741	Older American	N/A
Wells Fargo & Company	NJ	08540		N/A
PNC Bank N.A.	OH	44112		N/A
Fifth Third Financial Corporation	IN	46231	Older American	N/A
JPMorgan Chase & Co.	CA	94114		N/A
U.S. Bancorp	AZ	85086		N/A
Bank of America	NJ	08854		N/A
Bank of the West	CO	80222		N/A
BBVA Compass	CA	92502		N/A
BMO Harris	IN	46062		N/A
Synchrony Financial	AZ	85379		N/A
TD Bank US Holding Company	PA	19060		N/A
Bank of America	CA	93702	Older American	N/A
Wells Fargo & Company	FL	33026		N/A
Bank of America	GA	30281		N/A
Bank of America	NJ	08540		N/A
SunTrust Banks, Inc.	TN	37877		N/A
Wells Fargo & Company	AL	35640	Older American, Servicemember	N/A
Bank of America	FL	34236		N/A
Banco Popular North America	MI	48446		N/A
JPMorgan Chase & Co.	PA	23069		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	11/27/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed	Yes	No
Web	12/05/2013	Closed with monetary relief	Yes	No
Phone	01/09/2014	Closed with monetary relief	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Web	12/22/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Phone	12/20/2013	Closed with explanation	Yes	No
Phone	12/20/2013	Closed with explanation	Yes	No
Referral	12/20/2013	Closed with monetary relief	Yes	No
Web	12/11/2013	Closed with explanation	Yes	Yes
Web	12/30/2013	Closed with monetary relief	Yes	No
Web	12/22/2013	Closed with monetary relief	Yes	Yes
Web	12/30/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Web	12/16/2013	Closed with explanation	Yes	Yes
Referral	12/30/2013	Closed with monetary relief	Yes	No
Phone	12/06/2013	Closed with explanation	Yes	Yes
Web	11/27/2013	Closed with monetary relief	Yes	No
Web	11/27/2013	Closed with explanation	Yes	No
Postal mail	11/18/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

615396

649596

622477

649611

622484

641621

649637

635834

634652

636384

629741

649671

642741

649689

642749

636504

643500

622627

614691

600111

600176

Bank Account or Service Complaints

Based on Consumer Complaints

12/17/2013	Bank account or service	Checking account
12/05/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/23/2013	Bank account or service	Other bank product/service
12/05/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Savings account
12/30/2013	Bank account or service	Checking account
11/15/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/05/2013	Bank account or service	Savings account
12/17/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/30/2013	Bank account or service	Savings account
12/17/2013	Bank account or service	Checking account
12/30/2013	Bank account or service	Checking account
12/23/2013	Bank account or service	(CD) Certificate of deposit
12/17/2013	Bank account or service	Checking account
12/23/2013	Bank account or service	Checking account
12/23/2013	Bank account or service	Checking account
12/30/2013	Bank account or service	Checking account
12/31/2013	Bank account or service	Checking account
12/31/2013	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

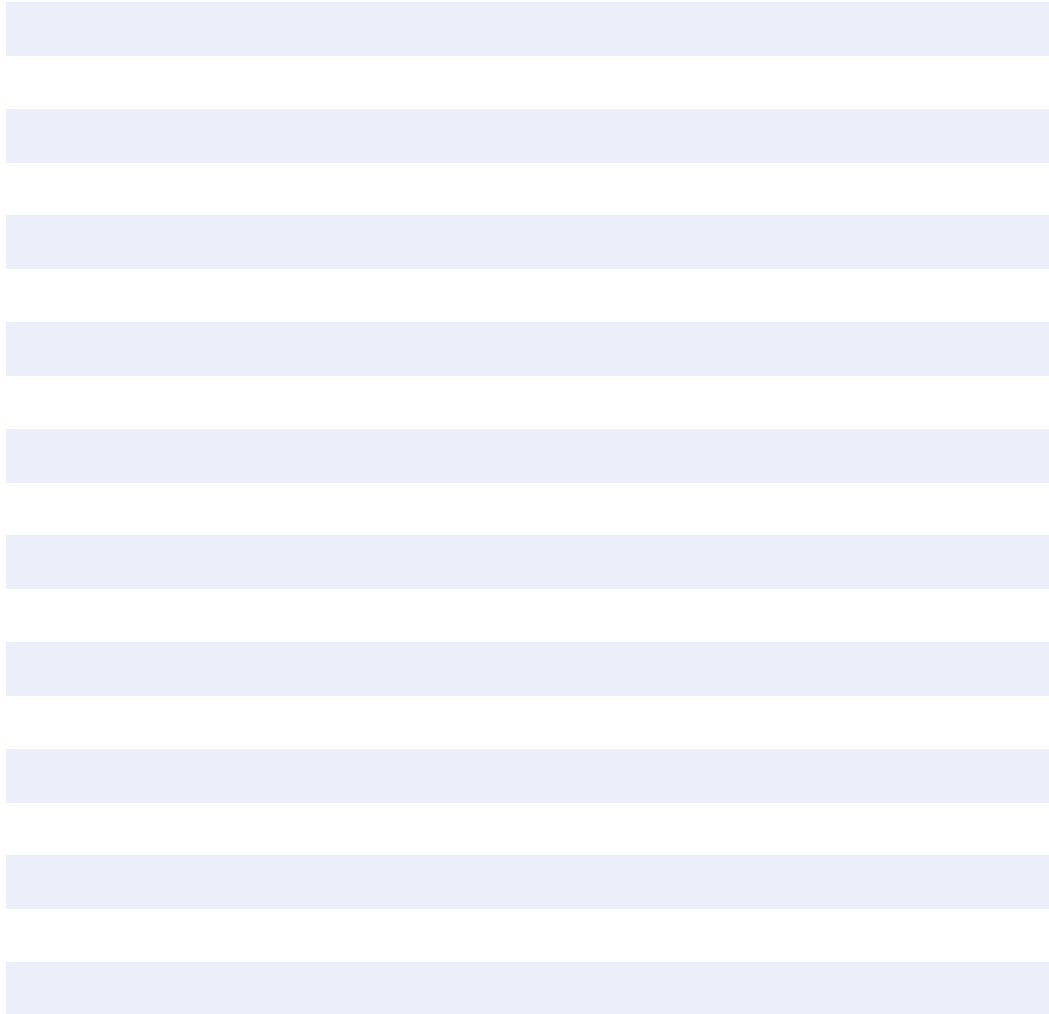
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

First Hawaiian Bank	VA	23604	Servicemember	N/A
U.S. Bancorp	TN	37217		N/A
Citibank	CA	91770	Servicemember	N/A
HSBC North America Holdings Inc.	NY	14851		N/A
Wells Fargo & Company	NC	28711		N/A
Bank of America	GA	30331		N/A
USAA Savings	TX	77630		N/A
JPMorgan Chase & Co.	OH	44124		N/A
USAA Savings	KY	42223	Servicemember	N/A
Navy FCU	MD	20720		N/A
Wells Fargo & Company	SC	29301		N/A
Wells Fargo & Company	TX	79936		N/A
JPMorgan Chase & Co.	CA	94508		N/A
Wells Fargo & Company	CA	93455		N/A
Capital One	TX	76092		N/A
Ally Financial Inc.	MS	38801		N/A
JPMorgan Chase & Co.	CA	91406	Older American	N/A
Wells Fargo & Company	CA	90213		N/A
TD Bank US Holding Company	SC	29803	Older American	N/A
Citibank	NY	11377		N/A
Bank of America	NJ	08543		N/A
JPMorgan Chase & Co.	LA	70461		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	12/17/2013	Closed with explanation	Yes	No
Referral	12/06/2013	Closed with monetary relief	Yes	No
Postal mail	12/20/2013	Closed with explanation	Yes	Yes
Web	01/13/2014	Closed	Yes	Yes
Phone	12/06/2013	Closed with explanation	Yes	No
Postal mail	11/18/2013	Closed with explanation	Yes	No
Phone	01/02/2014	Closed with explanation	Yes	No
Referral	11/19/2013	Closed with explanation	Yes	No
Phone	12/23/2013	Closed with explanation	Yes	No
Phone	12/05/2013	Closed with explanation	Yes	No
Postal mail	12/23/2013	Closed with explanation	Yes	No
Phone	12/23/2013	Closed with monetary relief	Yes	No
Postal mail	01/08/2014	Closed with explanation	Yes	No
Postal mail	12/23/2013	Closed with monetary relief	Yes	No
Web	12/31/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Phone	12/23/2013	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Web	12/23/2013	Closed with explanation	Yes	Yes
Web	01/09/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	Yes
Web	12/30/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

636583

622783

637806

642892

622705

600216

649895

597269

636322

622743

638057

636771

650163

636269

650241

643256

636974

642360

643206

650327

648953

650418

Bank Account or Service Complaints

Based on Consumer Complaints

12/31/2013	Bank account or service	Savings account
12/23/2013	Bank account or service	Checking account
12/23/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/23/2013	Bank account or service	Checking account
12/23/2013	Bank account or service	Savings account
12/17/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/31/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
12/31/2013	Bank account or service	Checking account
12/31/2013	Bank account or service	Checking account
12/31/2013	Bank account or service	Other bank product/service
12/31/2013	Bank account or service	Other bank product/service
12/05/2013	Bank account or service	Checking account
12/05/2013	Bank account or service	Checking account
12/31/2013	Bank account or service	Checking account
12/05/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

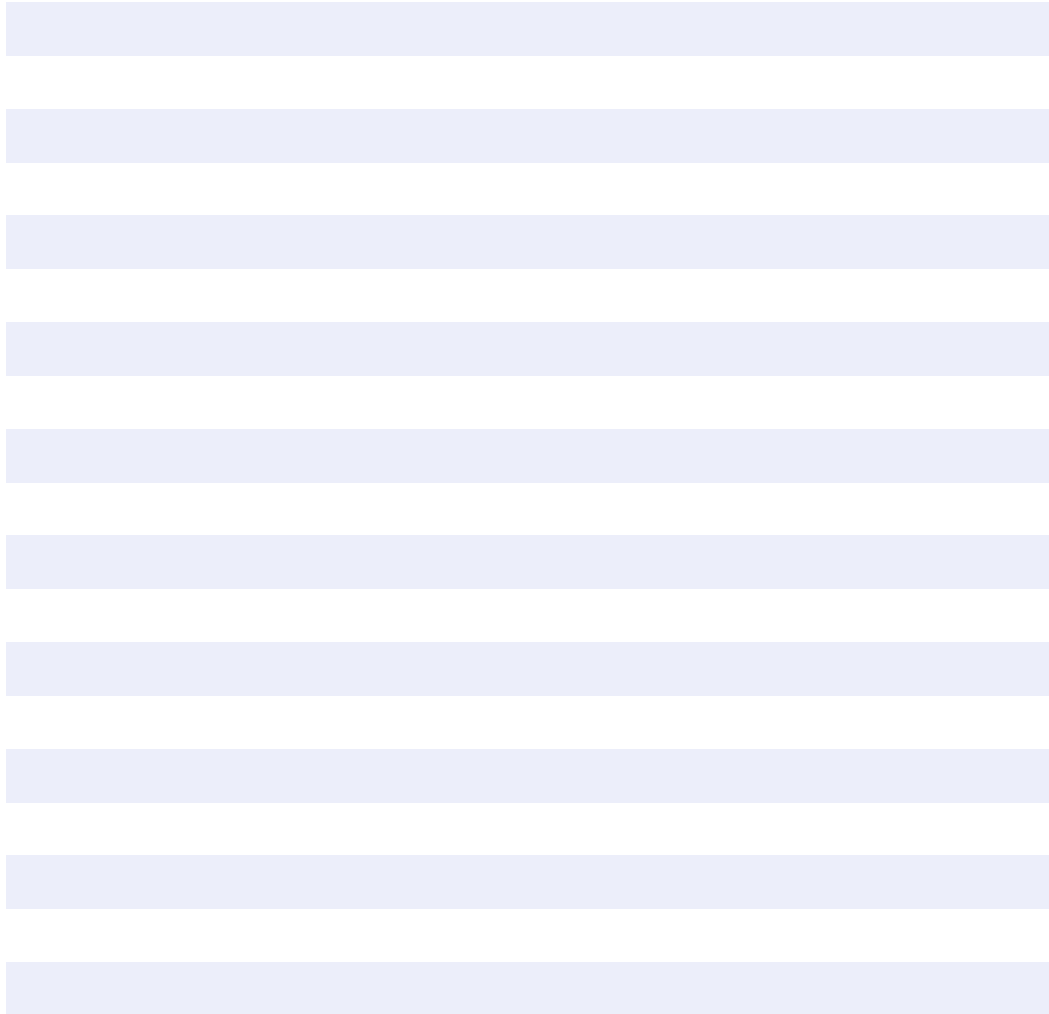
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NJ	07001		N/A
Wells Fargo & Company	CA	90742		N/A
BMO Harris	IL	60201		N/A
Citizens Financial Group, Inc.	NY	14613		N/A
TCF National Bank	IL	60827		N/A
Wells Fargo & Company	AL	35209		N/A
Wells Fargo & Company	NJ	07712		N/A
TD Bank US Holding Company	MA	02644		N/A
Wells Fargo & Company	VA	22031		N/A
Washington Federal	ID	83714		N/A
U.S. Bancorp				N/A
JPMorgan Chase & Co.	NJ	07067		N/A
BB&T Financial	VA	22003		N/A
Bank of the West	MN	55953		N/A
Navy FCU	TX	78741		N/A
Navy FCU	PA	19138		N/A
PNC Bank N.A.	PA	19106	Older American	N/A
Wells Fargo & Company	UT	84790		N/A
JPMorgan Chase & Co.	GA	31405		N/A
Wells Fargo & Company	NV	89113		N/A
PNC Bank N.A.	PA	18505		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	01/03/2014	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with monetary relief	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Phone	01/24/2014	Closed with explanation	Yes	Yes
Phone	12/23/2013	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Phone	12/31/2013	Closed with explanation	Yes	No
Web	12/17/2013	Closed with monetary relief	Yes	No
Web	12/17/2013	Closed with monetary relief	Yes	No
Referral	12/20/2013	Closed with explanation	Yes	No
Referral	01/02/2014	Closed with explanation	Yes	Yes
Phone	12/20/2013	Closed with explanation	Yes	No
Phone	12/23/2013	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Referral	01/03/2014	Closed with monetary relief	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	Yes
Web	01/02/2014	Closed	Yes	No
Referral	12/06/2013	Closed	Yes	No
Referral	12/06/2013	Closed with explanation	Yes	No
Web	12/31/2013	Closed with non-monetary relief	Yes	No
Referral	12/06/2013	Closed with non-monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

650426

643741

643710

637144

637166

644636

643587

637621

648955

637330

648782

637352

637594

650817

651111

651053

650864

622855

622852

648911

622860

Bank Account or Service Complaints

Based on Consumer Complaints

12/05/2013	Bank account or service	(CD) Certificate of deposit
12/05/2013	Bank account or service	Checking account
12/05/2013	Bank account or service	Checking account
12/17/2013	Bank account or service	Checking account
11/28/2013	Bank account or service	Checking account
01/01/2014	Bank account or service	Checking account
11/28/2013	Bank account or service	Checking account
01/01/2014	Bank account or service	Checking account
01/08/2014	Bank account or service	Checking account
12/05/2013	Bank account or service	Checking account
12/24/2013	Bank account or service	Checking account
01/02/2014	Bank account or service	Savings account
12/11/2013	Bank account or service	Checking account
12/24/2013	Bank account or service	Checking account
01/02/2014	Bank account or service	Checking account
12/05/2013	Bank account or service	Other bank product/service
01/08/2014	Bank account or service	Other bank product/service
01/08/2014	Bank account or service	Checking account
01/08/2014	Bank account or service	Checking account
11/29/2013	Bank account or service	Checking account
01/02/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Problems caused by my funds being low

Using a debit or ATM card

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

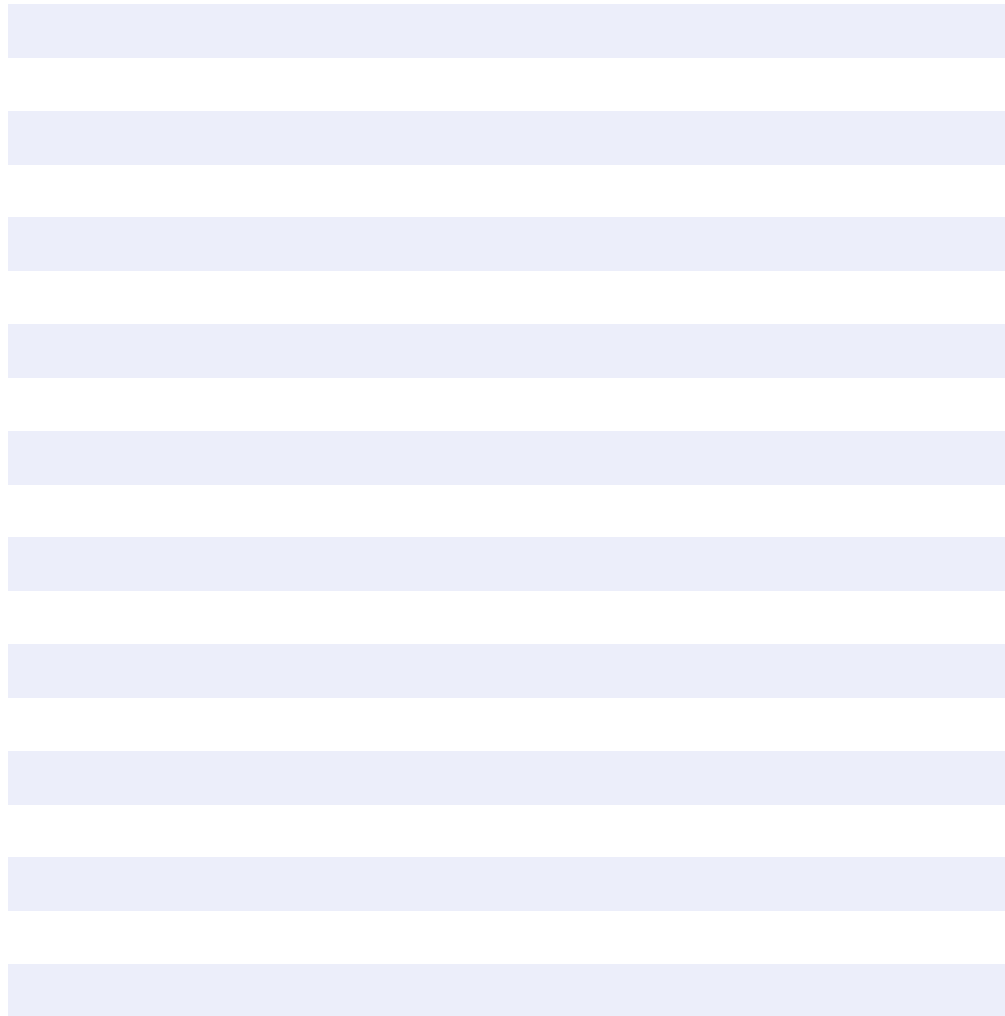
Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

HSBC North America Holdings Inc.	NY	11434	Older American	N/A
Wells Fargo & Company	FL	33905		N/A
Bank of America	CA	96129		N/A
Citibank	NY	11798		N/A
JPMorgan Chase & Co.	CA	92833		N/A
USAA Savings	TX	78247		N/A
FirstMerit Bank	WI	54487		N/A
Amex	MA	01970		N/A
Wells Fargo & Company	IL	61491		N/A
JPMorgan Chase & Co.	NY	11542		N/A
Bank of America	RI	02842		N/A
U.S. Bancorp	MI	48154		N/A
PNC Bank N.A.	GA	30080		N/A
BB&T Financial	SC	29456		N/A
BMO Harris	IN	46410		N/A
JPMorgan Chase & Co.	WA	98021		N/A
U.S. Bancorp	CA	90047		N/A
Bank of America	MD	21207		N/A
Regions Financial Corporation	IN	46901		N/A
JPMorgan Chase & Co.	MI	48160		N/A
Navy FCU	TX	75044		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Fax	12/06/2013	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Phone	12/06/2013	Closed with explanation	Yes	No
Phone	12/23/2013	Closed with explanation	Yes	No
Referral	12/04/2013	Closed with explanation	Yes	Yes
Web	12/31/2013	Closed with monetary relief	Yes	No
Web	12/03/2013	Closed with explanation	Yes	No
Web	12/31/2013	Closed with monetary relief	Yes	No
Phone	01/13/2014	Closed with explanation	Yes	No
Phone	12/06/2013	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with non-monetary relief	Yes	Yes
Web	01/01/2014	Closed with explanation	Yes	No
Web	12/11/2013	Closed	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Web	01/02/2014	Closed with explanation	Yes	No
Web	12/05/2013	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Referral	11/29/2013	Closed with monetary relief	Yes	Yes
Referral	01/09/2014	Closed	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

622325

623115

623191

637339

615385

651232

615341

651244

659372

623277

644595

652451

630153

644611

652093

623368

660148

662849

660781

616032

651965

Bank Account or Service Complaints

Based on Consumer Complaints

01/02/2014	Bank account or service	(CD) Certificate of deposit
01/08/2014	Bank account or service	Checking account
12/26/2013	Bank account or service	Checking account
12/06/2013	Bank account or service	Checking account
12/24/2013	Bank account or service	Checking account
12/06/2013	Bank account or service	Checking account
12/19/2013	Bank account or service	Other bank product/service
12/24/2013	Bank account or service	Checking account
12/11/2013	Bank account or service	Savings account
11/29/2013	Bank account or service	Other bank product/service
12/24/2013	Bank account or service	Checking account
12/06/2013	Bank account or service	Checking account
12/18/2013	Bank account or service	Checking account
12/06/2013	Bank account or service	Checking account
12/18/2013	Bank account or service	Checking account
12/11/2013	Bank account or service	Checking account
01/08/2014	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/06/2013	Bank account or service	Checking account
01/14/2014	Bank account or service	Checking account
11/29/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

USAA Savings	TX	77279		N/A
Bank of America	MD	20878		N/A
Santander Bank US	NY	10002		N/A
Wells Fargo & Company	CA	94103		N/A
JPMorgan Chase & Co.	NY	11372		N/A
Santander Bank US	NJ	08879		N/A
Bank of America	AZ	85704		N/A
First Tennessee Bank	TN	37075		N/A
New York Community Bank	NY	10301		N/A
Bank of America	MD	21212		N/A
Bank of America	TN	37075		N/A
Citibank	NY	10460		N/A
TD Bank US Holding Company	NJ	08825		N/A
Regions Financial Corporation	FL	33417		N/A
Wells Fargo & Company	CA	95361		N/A
JPMorgan Chase & Co.	CA	92656		N/A
Wells Fargo & Company	MN	55417	Older American	N/A
Santander Bank US	MD	20814		N/A
Wells Fargo & Company	GA	31406		N/A
Bank of America	GA	31701	Older American	N/A
Wells Fargo & Company	CA	95135		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	01/02/2014	Closed with monetary relief	Yes	No
Referral	01/09/2014	Closed with monetary relief	Yes	No
Referral	01/02/2014	Closed with monetary relief	Yes	No
Web	12/05/2013	Closed with non-monetary relief	Yes	No
Referral	01/06/2014	Closed with monetary relief	Yes	No
Web	12/05/2013	Closed	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	No
Web	12/24/2013	Closed with explanation	Yes	No
Phone	12/12/2013	Closed with explanation	Yes	No
Web	11/29/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed	Yes	Yes
Referral	12/10/2013	Closed with explanation	Yes	No
Referral	12/23/2013	Closed with monetary relief	Yes	No
Phone	12/10/2013	Closed with explanation	Yes	No
Referral	12/23/2013	Closed with non-monetary relief	Yes	No
Phone	12/12/2013	Closed with monetary relief	Yes	No
Phone	01/09/2014	Closed with monetary relief	Yes	No
Referral	12/16/2013	Closed	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Referral	01/17/2014	Closed with explanation	No	No
Phone	12/02/2013	Closed	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

651980

661007

645475

624202

645021

624224

638874

644761

630270

616177

644764

624296

642555

624283

642529

630619

659753

632224

624398

668352

616383

Bank Account or Service Complaints

Based on Consumer Complaints

12/11/2013	Bank account or service	Other bank product/service
01/08/2014	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/11/2013	Bank account or service	Checking account
01/08/2014	Bank account or service	Checking account
12/20/2013	Bank account or service	Checking account
01/10/2014	Bank account or service	Checking account
11/30/2013	Bank account or service	Checking account
12/11/2013	Bank account or service	Checking account
12/18/2013	Bank account or service	Checking account
01/02/2014	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/06/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
01/02/2014	Bank account or service	Other bank product/service
12/06/2013	Bank account or service	Other bank product/service
01/08/2014	Bank account or service	Checking account
01/08/2014	Bank account or service	Checking account
12/18/2013	Bank account or service	Other bank product/service
12/06/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

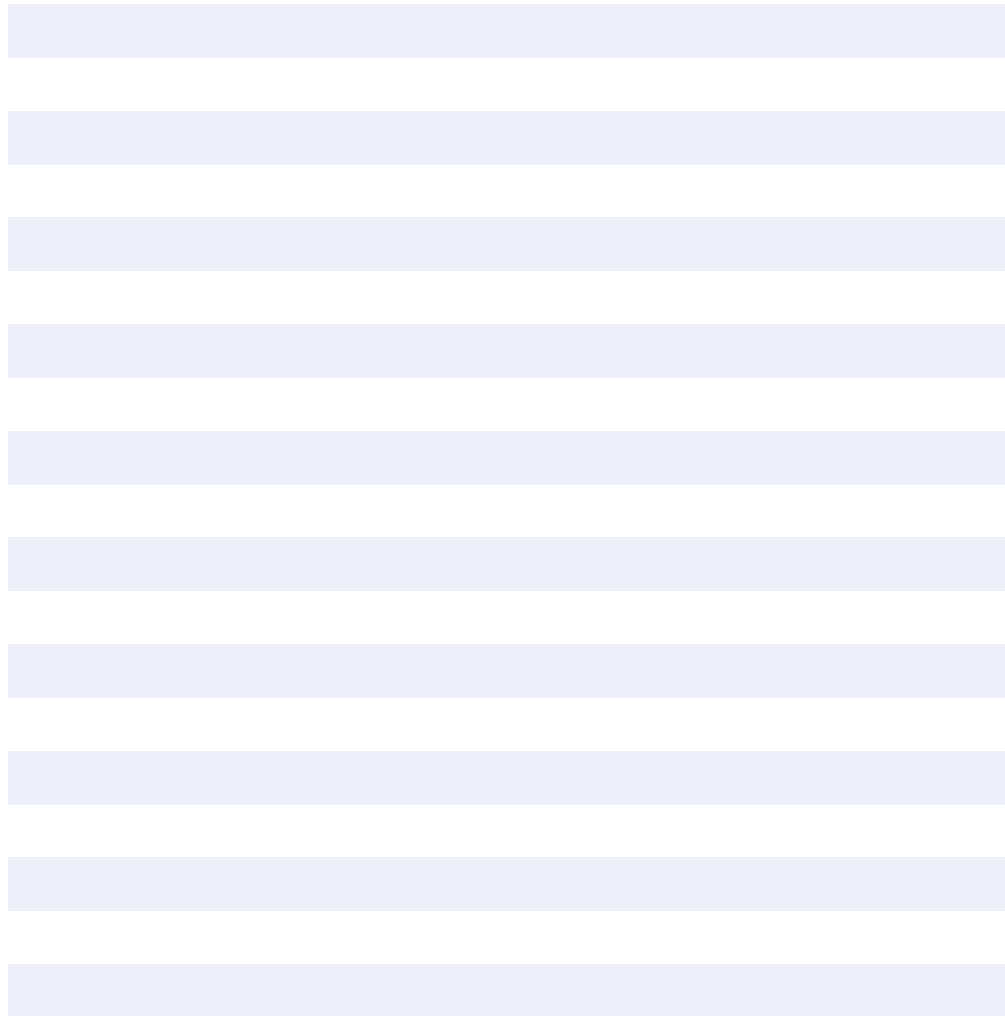
Problems caused by my funds being low

Making/receiving payments, sending money

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	NJ	08817		N/A
Capital One	TX	75001		N/A
The Huntington National Bank	OH	43123		N/A
U.S. Bancorp	IL	60639		N/A
Wells Fargo & Company	CA	95127		N/A
Bank of America	NH	03833		N/A
Capital One	IN	46041		N/A
BMO Harris	WI	53066		N/A
Bank of America	CA	94901	Older American	N/A
HSBC North America Holdings Inc.	GA	30078		N/A
USAA Savings	WA	98503		N/A
Citizens Financial Group, Inc.	PA	15221		N/A
Capital One	FL	32256		N/A
Wells Fargo & Company	GA	30294		N/A
Bank of America	CA	90018		N/A
Nationstar Mortgage	MA	01040		N/A
Capital One	FL	33914		N/A
Capital One	TX	76015		N/A
Bank of America	FL	33304		N/A
Citibank	CA	92649	Older American	N/A
Navy FCU	MD	20769	Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	12/16/2013	Closed with explanation	Yes	No
Web	01/08/2014	Closed with explanation	Yes	No
Referral	12/16/2013	Closed with non-monetary relief	Yes	No
Referral	12/12/2013	Closed with monetary relief	Yes	No
Web	01/08/2014	Closed with explanation	Yes	No
Referral	12/30/2013	Closed with non-monetary relief	Yes	No
Referral	01/13/2014	Closed with monetary relief	Yes	No
Web	11/29/2013	Closed with explanation	Yes	No
Phone	12/12/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Referral	01/10/2014	Closed with non-monetary relief	Yes	No
Referral	12/17/2013	Closed with monetary relief	Yes	No
Web	12/11/2013	Closed with explanation	Yes	No
Phone	12/09/2013	Closed with explanation	Yes	No
Referral	12/16/2013	Closed with monetary relief	Yes	No
Web	01/06/2014	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Referral	01/14/2014	Closed with monetary relief	Yes	No
Referral	01/13/2014	Closed with monetary relief	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Phone	12/10/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

630424

659804

632085

630475

659842

640424

662780

616449

630498

651992

652022

631088

631090

624538

631095

652636

624557

658780

658782

642611

624604

Bank Account or Service Complaints

Based on Consumer Complaints

12/12/2013	Bank account or service	Checking account
12/02/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Cashing a check without an account
01/13/2014	Bank account or service	Checking account
12/06/2013	Bank account or service	Checking account
01/08/2014	Bank account or service	Checking account
01/02/2014	Bank account or service	(CD) Certificate of deposit
12/27/2013	Bank account or service	Checking account
12/24/2013	Bank account or service	Savings account
12/24/2013	Bank account or service	Checking account
12/18/2013	Bank account or service	Checking account
01/08/2014	Bank account or service	Checking account
12/06/2013	Bank account or service	(CD) Certificate of deposit
01/14/2014	Bank account or service	Other bank product/service
01/08/2014	Bank account or service	Other bank product/service
01/08/2014	Bank account or service	Checking account
01/02/2014	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
01/14/2014	Bank account or service	Other bank product/service
01/09/2014	Bank account or service	Checking account
12/02/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

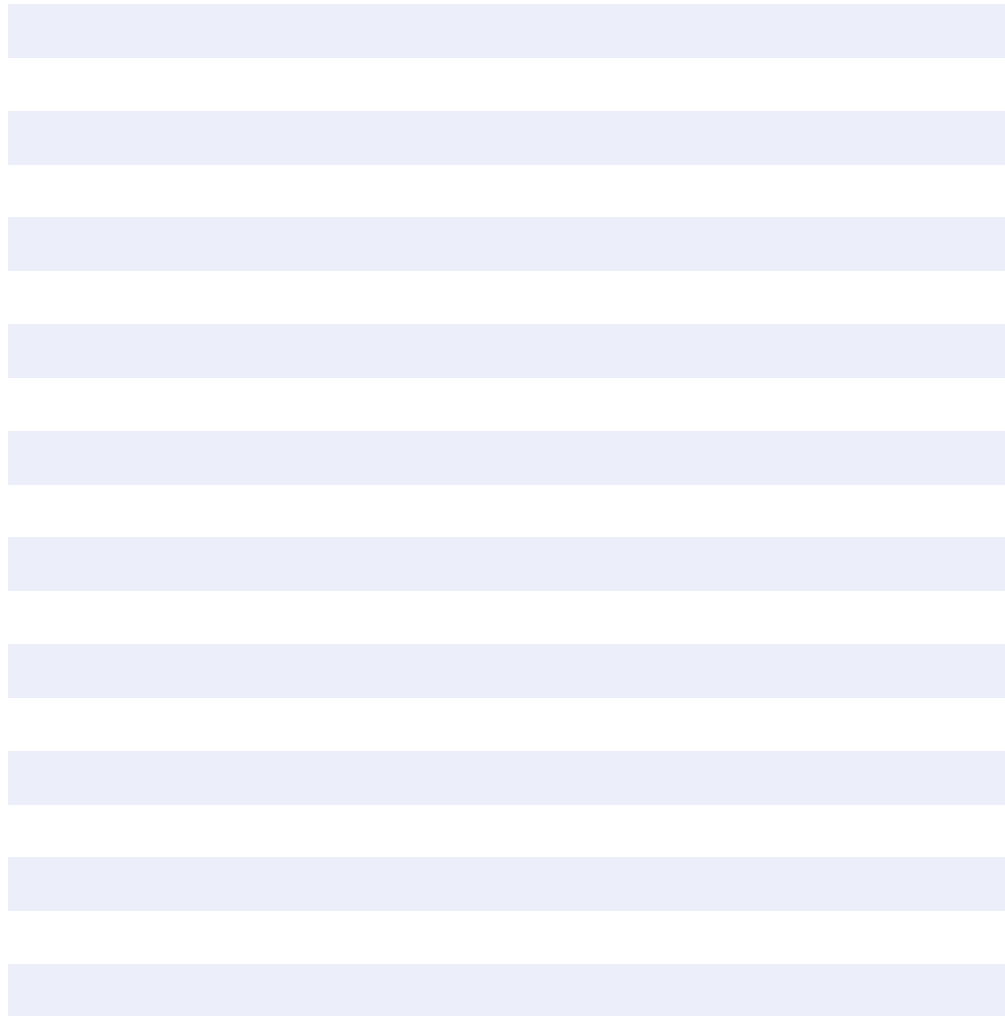
Making/receiving payments, sending money

Making/receiving payments, sending money

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NJ	08701		N/A
Citizens Financial Group, Inc.	IL	60087		N/A
U.S. Bancorp	MN	55745		N/A
Bank of America	NC	28092		N/A
Santander Bank US	NY	10314		N/A
Wells Fargo & Company	MS	39531		N/A
Wells Fargo & Company	CA	90046	Older American	N/A
BB&T Financial	FL	32806		N/A
Bank of America				N/A
Bank of America	AZ	85019		N/A
U.S. Bancorp	UT	84109		N/A
Citibank	CA	91325		N/A
Zions Bancorporation	UT	84054		N/A
Bank of America	NJ	08724		N/A
Pulte Mortgage	TX	78633		N/A
Bank of America	FL	32768		N/A
Wells Fargo & Company	NV	89113		N/A
Bank of America	WA	98121		N/A
PayPal Holdings, Inc.	GA	31093		N/A
JPMorgan Chase & Co.	CA	92705		N/A
PNC Bank N.A.	IN	46723		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	12/12/2013	Closed with monetary relief	Yes	No
Web	12/31/2013	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	No
Web	01/17/2014	Closed with explanation	Yes	No
Web	12/06/2013	Closed with explanation	Yes	No
Web	01/08/2014	Closed	Yes	Yes
Phone	01/08/2014	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Phone	01/06/2014	Closed with explanation	Yes	No
Web	12/27/2013	Closed with explanation	Yes	No
Referral	12/27/2013	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	Yes
Web	01/13/2014	Closed with explanation	Yes	No
Postal mail	01/09/2014	Closed with explanation	Yes	No
Web	01/17/2014	Closed with monetary relief	Yes	No
Web	01/02/2014	Closed with explanation	Yes	No
Referral	12/13/2013	Closed with monetary relief	Yes	No
Web	01/16/2014	Closed with non-monetary relief	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Referral	12/02/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

631171

617104

631181

665186

624648

660076

652752

648023

645163

644565

642638

660133

624697

667507

660149

660204

652903

631396

667931

661625

617225

Bank Account or Service Complaints

Based on Consumer Complaints

01/09/2014	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/25/2013	Bank account or service	Checking account
12/25/2013	Bank account or service	Other bank product/service
01/09/2014	Bank account or service	Savings account
12/26/2013	Bank account or service	Other bank product/service
12/06/2013	Bank account or service	Checking account
12/26/2013	Bank account or service	Checking account
01/14/2014	Bank account or service	Checking account
01/14/2014	Bank account or service	Other bank product/service
01/02/2014	Bank account or service	Checking account
01/09/2014	Bank account or service	Other bank product/service
01/09/2014	Bank account or service	Checking account
12/18/2013	Bank account or service	Checking account
01/09/2014	Bank account or service	Checking account
12/12/2013	Bank account or service	(CD) Certificate of deposit
01/09/2014	Bank account or service	Checking account
01/09/2014	Bank account or service	Checking account
01/09/2014	Bank account or service	Checking account
12/02/2013	Bank account or service	Checking account
01/03/2014	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Using a debit or ATM card

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Deposits and withdrawals

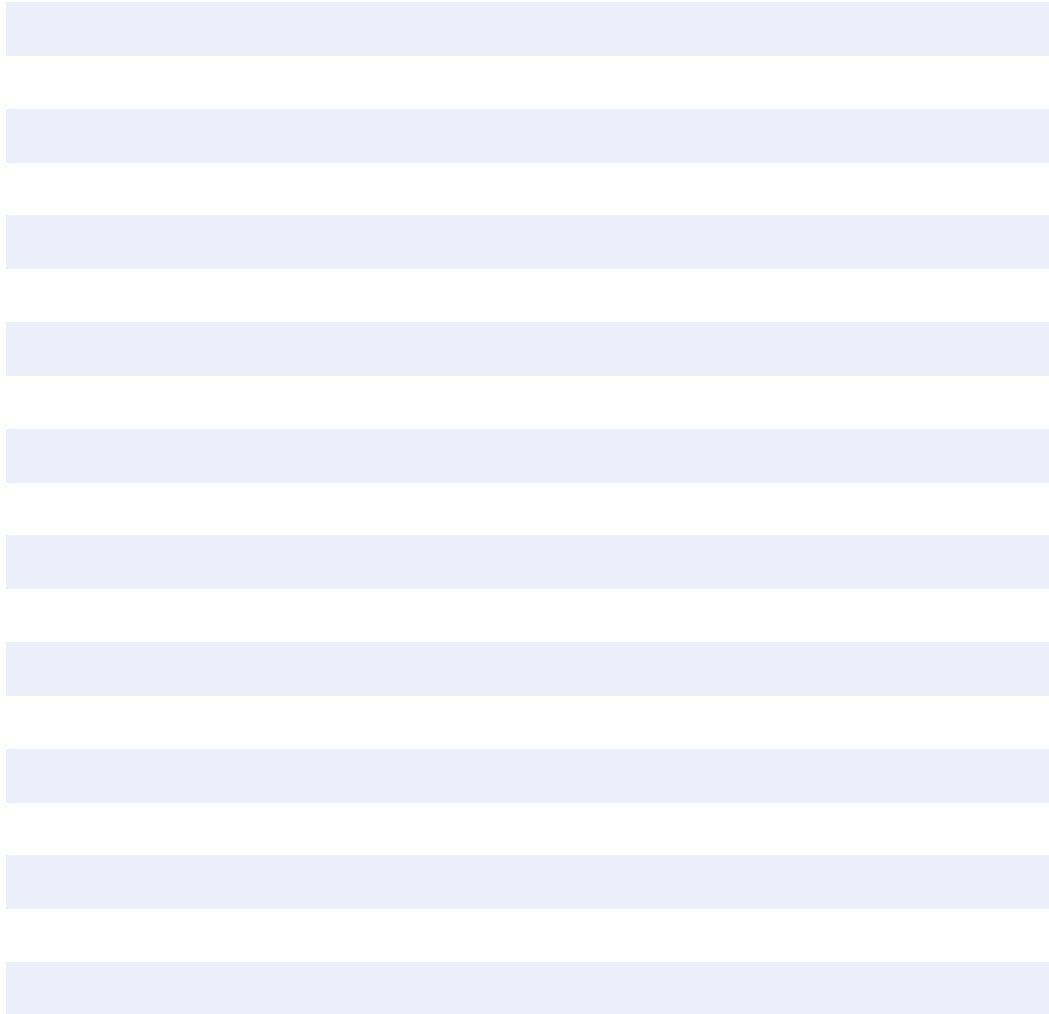
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	IL	60130		N/A
HSBC North America Holdings Inc.	FL	32303		N/A
First Hawaiian Bank	HI	96813		N/A
TD Bank US Holding Company	FL	33025		N/A
Bank of America	CA	92555		N/A
PayPal Holdings, Inc.	NJ	07850		N/A
JPMorgan Chase & Co.	TX	76180		N/A
Bank of America	NH	03801		N/A
JPMorgan Chase & Co.	NJ	08094		N/A
FirstMerit Bank	IL	60440		N/A
Bank of America	NC	27892	Servicemember	N/A
Bank of America	AZ	85013		N/A
Bank of America	NV	89014		N/A
Bank of America	AR	72202		N/A
Wells Fargo & Company	FL	33169		N/A
Wells Fargo & Company	PA	18966	Older American	N/A
TCF National Bank	WI	53142		N/A
Bank of America	CA	91775		N/A
U.S. Bancorp	MO	63601		N/A
PNC Bank N.A.	IN	46236		N/A
Ally Financial Inc.	NY	10016		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	01/08/2014	Closed with monetary relief	Yes	No
Web	12/12/2013	Closed	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Web	12/25/2013	Closed with non-monetary relief	Yes	No
Web	01/08/2014	Closed with non-monetary relief	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No
Web	12/06/2013	Closed with monetary relief	Yes	No
Web	12/25/2013	Closed with explanation	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Referral	01/17/2014	Closed with explanation	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	No
Web	01/08/2014	Closed with explanation	Yes	No
Web	01/13/2014	Closed with non-monetary relief	Yes	No
Referral	12/24/2013	Closed with explanation	Yes	No
Web	01/09/2014	Closed with monetary relief	Yes	No
Phone	12/16/2013	Closed with non-monetary relief	Yes	No
Referral	02/19/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with monetary relief	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	No
Web	12/02/2013	Closed with monetary relief	Yes	No
Web	01/02/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

660842

631407

645363

645370

660865

645388

624829

645400

668037

668230

653037

660604

660787

644428

660989

631568

661790

662141

662069

617488

653583

Bank Account or Service Complaints

Based on Consumer Complaints

12/12/2013	Bank account or service	Checking account
12/02/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
01/03/2014	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
01/09/2014	Bank account or service	Checking account
01/09/2014	Bank account or service	Checking account
01/14/2014	Bank account or service	Checking account
01/03/2014	Bank account or service	Checking account
12/18/2013	Bank account or service	Checking account
01/03/2014	Bank account or service	Checking account
12/18/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/26/2013	Bank account or service	Checking account
01/03/2014	Bank account or service	Savings account
01/14/2014	Bank account or service	Checking account
01/03/2014	Bank account or service	Checking account
01/03/2014	Bank account or service	Checking account
01/03/2014	Bank account or service	Checking account
01/14/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	TX	78244		N/A
Bank of America	AZ	85308		N/A
TD Bank US Holding Company	VA	22042		N/A
Wells Fargo & Company	FL	32766		N/A
Bank of America	VA	23831		N/A
Wells Fargo & Company	FL	33558		N/A
PNC Bank N.A.	NJ	07704		N/A
Bank of America	MA	01810		N/A
JPMorgan Chase & Co.	NY	11415		N/A
Citizens Financial Group, Inc.	IL	60062		N/A
Bank of America	NY	11103		N/A
Wells Fargo & Company	GA	30043	Older American	N/A
Bank of America	CA	94089		N/A
Wells Fargo & Company	SC	29290		N/A
SunTrust Banks, Inc.	GA	30017		N/A
Bank of America	AZ	85249		N/A
Wells Fargo & Company	IL	60636		N/A
Regions Financial Corporation	TX	75219		N/A
Wells Fargo & Company	CT	06906		N/A
Capital One	NJ	08859		N/A
TD Bank US Holding Company	NJ	07719		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	12/16/2013	Closed with non-monetary relief	Yes	No
Referral	12/03/2013	Closed	Yes	No
Referral	12/16/2013	Closed with explanation	Yes	Yes
Web	01/02/2014	Closed with monetary relief	Yes	No
Web	12/12/2013	Closed with monetary relief	Yes	No
Phone	01/09/2014	Closed with monetary relief	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	No
Referral	01/17/2014	Closed with explanation	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	No
Web	12/18/2013	Closed with explanation	Yes	Yes
Web	01/03/2014	Closed with explanation	Yes	No
Phone	12/30/2013	Closed	Yes	Yes
Web	12/12/2013	Closed with explanation	Yes	No
Web	12/20/2013	Closed with explanation	Yes	Yes
Phone	01/02/2014	Closed with explanation	Yes	No
Referral	01/07/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Referral	01/06/2014	Closed with monetary relief	Yes	No
Referral	01/08/2014	Closed with non-monetary relief	Yes	No
Web	01/03/2014	Closed with explanation	Yes	No
Referral	01/17/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

631616

617575

631619

655396

630936

661087

660713

668369

653835

639927

653842

644459

631673

631790

645810

654363

668517

653641

654313

653956

670068

Bank Account or Service Complaints

Based on Consumer Complaints

01/03/2014	Bank account or service	(CD) Certificate of deposit
01/03/2014	Bank account or service	Checking account
12/26/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/19/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/19/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
01/09/2014	Bank account or service	Checking account
12/12/2013	Bank account or service	Checking account
01/09/2014	Bank account or service	Checking account
01/09/2014	Bank account or service	Checking account
01/03/2014	Bank account or service	Checking account
01/14/2014	Bank account or service	Checking account
12/12/2013	Bank account or service	Other bank product/service
12/13/2013	Bank account or service	(CD) Certificate of deposit
12/13/2013	Bank account or service	Cashing a check without an account
12/13/2013	Bank account or service	Checking account
12/13/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

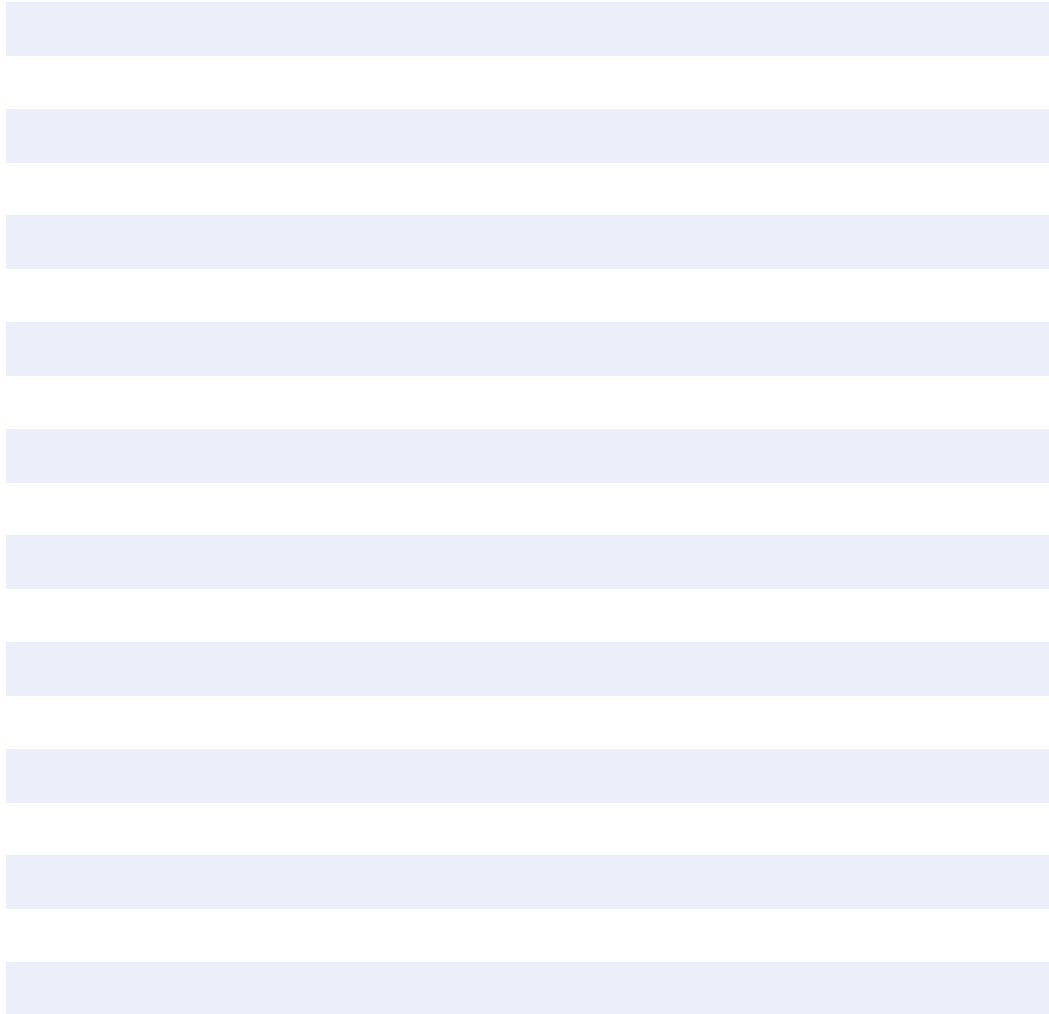
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

BBVA Compass	TN	77573		N/A
Wells Fargo & Company	CA	93033		N/A
BBVA Compass	TX	78502		N/A
Bank of America	IL	60647		N/A
Bank of America	AZ	85041	Servicemember	N/A
Capital One	AZ	85132		N/A
Bank of America	CA	91709		N/A
Capital One	VA	22192		N/A
Regions Financial Corporation	TX	77355	Servicemember	N/A
Bank of America	FL	32803		N/A
JPMorgan Chase & Co.	CA	92028		N/A
BBVA Compass	TX	76002		N/A
Wells Fargo & Company	SC	29501		N/A
U.S. Bancorp	OH	45305		N/A
M&T Bank Corporation	MD	21244		N/A
Wells Fargo & Company	NC	27948	Servicemember	N/A
Capital One	VA	22304		N/A
JPMorgan Chase & Co.	AZ	85743		N/A
Citibank	NY	10035		N/A
Wells Fargo & Company	GA	30355		N/A
USAA Savings	AZ	85014		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	01/07/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	Yes
Referral	12/13/2013	Closed with monetary relief	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	No
Web	12/12/2013	Closed with explanation	Yes	No
Referral	12/16/2013	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No
Phone	12/16/2013	Closed with explanation	Yes	No
Web	12/12/2013	Closed with explanation	Yes	No
Referral	01/13/2014	Closed	Yes	No
Phone	12/16/2013	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	Yes
Web	01/09/2014	Closed with monetary relief	Yes	No
Referral	01/06/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Web	12/12/2013	Closed with explanation	Yes	Yes
Web	12/20/2013	Closed with explanation	Yes	No
Web	12/12/2013	Closed with explanation	Yes	No
Web	12/13/2013	Closed with explanation	Yes	Yes
Web	12/13/2013	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

654306

653968

645992

632103

638478

631964

632004

638534

631984

632572

661464

632017

661564

661585

654388

671432

632576

634219

632899

634557

633236

Bank Account or Service Complaints

Based on Consumer Complaints

12/13/2013	Bank account or service	Checking account
12/06/2013	Bank account or service	Checking account
12/13/2013	Bank account or service	Checking account
12/13/2013	Bank account or service	Checking account
12/13/2013	Bank account or service	Checking account
12/13/2013	Bank account or service	Checking account
12/19/2013	Bank account or service	Savings account
12/19/2013	Bank account or service	Checking account
12/07/2013	Bank account or service	Savings account
12/13/2013	Bank account or service	Checking account
12/07/2013	Bank account or service	Checking account
12/19/2013	Bank account or service	Checking account
12/08/2013	Bank account or service	Other bank product/service
12/19/2013	Bank account or service	Other bank product/service
12/13/2013	Bank account or service	(CD) Certificate of deposit
12/08/2013	Bank account or service	Other bank product/service
01/03/2014	Bank account or service	Other bank product/service
01/03/2014	Bank account or service	Other bank product/service
12/09/2013	Bank account or service	Checking account
12/09/2013	Bank account or service	Checking account
12/14/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

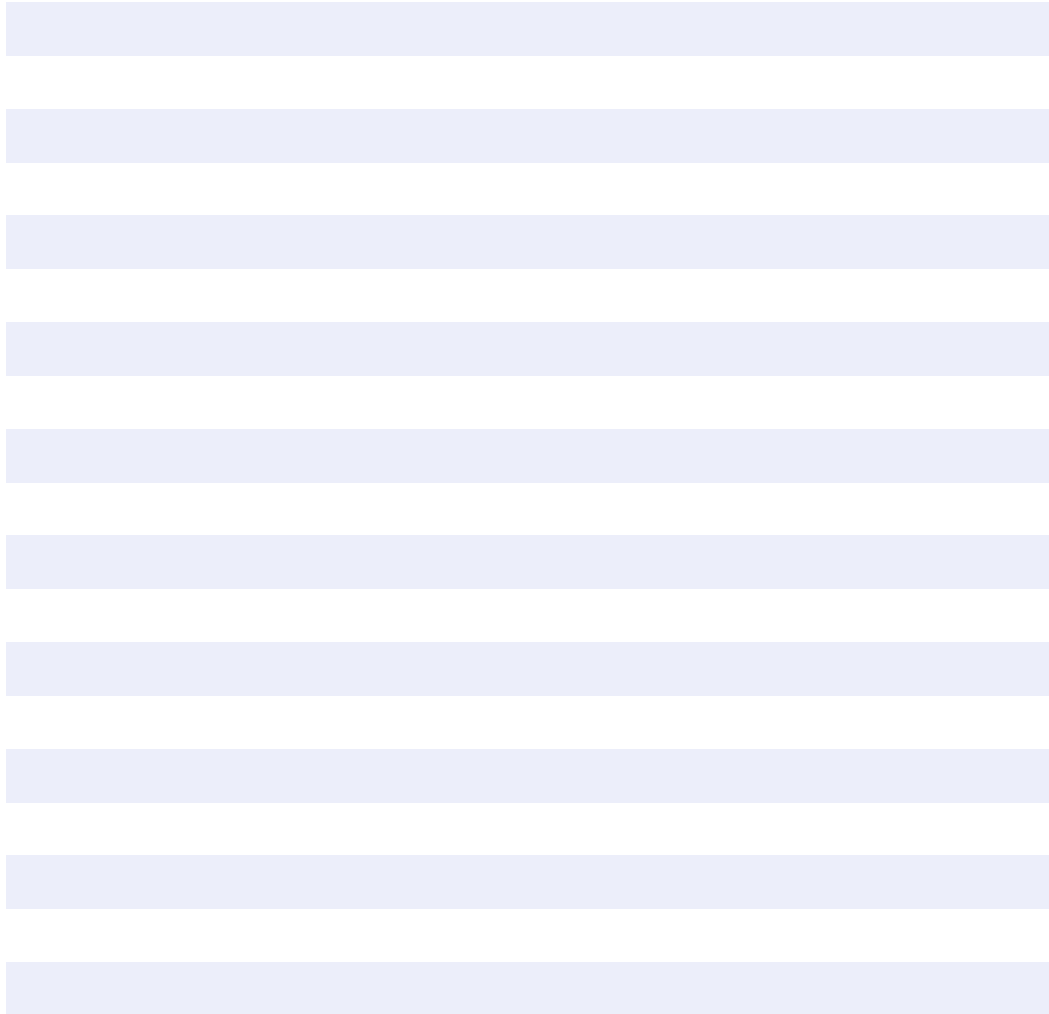
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

BOK Financial Corp	OK	73123		N/A
PNC Bank N.A.	IN	46750		N/A
Wells Fargo & Company	SD	57104		N/A
U.S. Bancorp	TN	37862		N/A
Wells Fargo & Company	TX	76244		N/A
Bank of America	MA	01453		N/A
PNC Bank N.A.	OH	44618		N/A
Bank of America	NY	11790		N/A
Bank of America	CA	92683		N/A
TCF National Bank	MN	55434		N/A
Bank of America	NC	27615		N/A
Bank of America	NC	28078		N/A
M&T Bank Corporation	MD	21207		N/A
Wells Fargo & Company	NJ	08902		N/A
Pentagon FCU	CA	93271	Servicemember	N/A
CIT Bank National Association	IL	60646		N/A
Google Inc.	FL	33169		N/A
MIB Group, Inc.	TN	37774		N/A
Capital One	DC	20008		N/A
Regions Financial Corporation	IL	62703		N/A
Bank of America	OR	97756	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	12/18/2013	Closed with monetary relief	Yes	No
Referral	12/11/2013	Closed with explanation	Yes	No
Referral	12/17/2013	Closed with explanation	Yes	No
Referral	12/16/2013	Closed with explanation	Yes	Yes
Referral	12/16/2013	Closed with monetary relief	Yes	No
Phone	12/16/2013	Closed with explanation	Yes	No
Referral	01/03/2014	Closed	Yes	No
Referral	12/30/2013	Closed with explanation	Yes	No
Web	12/06/2013	Closed with non-monetary relief	Yes	No
Phone	12/18/2013	Closed with explanation	Yes	No
Web	12/07/2013	Closed with explanation	Yes	No
Web	12/19/2013	Closed with explanation	Yes	No
Web	12/07/2013	Closed with explanation	Yes	Yes
Phone	12/30/2013	Closed with explanation	Yes	Yes
Postal mail	12/18/2013	Closed with explanation	Yes	Yes
Web	12/09/2013	Closed with explanation	Yes	No
Fax	01/06/2014	Closed with explanation	No	
Web	01/14/2014	Closed with explanation	Yes	No
Web	12/08/2013	Closed with explanation	Yes	No
Web	12/08/2013	Closed with monetary relief	Yes	Yes
Phone	12/16/2013	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

633332

625621

633720

633635

633614

633568

639196

638810

625298

633696

625317

638673

626661

638710

633854

626698

653600

654303

625502

627547

633945

Bank Account or Service Complaints

Based on Consumer Complaints

12/27/2013	Bank account or service	(CD) Certificate of deposit
12/09/2013	Bank account or service	Checking account
01/09/2014	Bank account or service	Checking account
01/09/2014	Bank account or service	Checking account
01/03/2014	Bank account or service	Checking account
12/15/2013	Bank account or service	Checking account
12/09/2013	Bank account or service	Checking account
12/15/2013	Bank account or service	Savings account
12/19/2013	Bank account or service	Checking account
01/14/2014	Bank account or service	Checking account
12/15/2013	Bank account or service	Checking account
01/03/2014	Bank account or service	(CD) Certificate of deposit
01/15/2014	Bank account or service	Other bank product/service
12/19/2013	Bank account or service	Checking account
12/15/2013	Bank account or service	Checking account
01/15/2014	Bank account or service	Other bank product/service
01/09/2014	Bank account or service	Other bank product/service
12/19/2013	Bank account or service	Other bank product/service
01/15/2014	Bank account or service	(CD) Certificate of deposit
12/16/2013	Bank account or service	Savings account
01/09/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Using a debit or ATM card

Using a debit or ATM card

Problems caused by my funds being low

Using a debit or ATM card

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

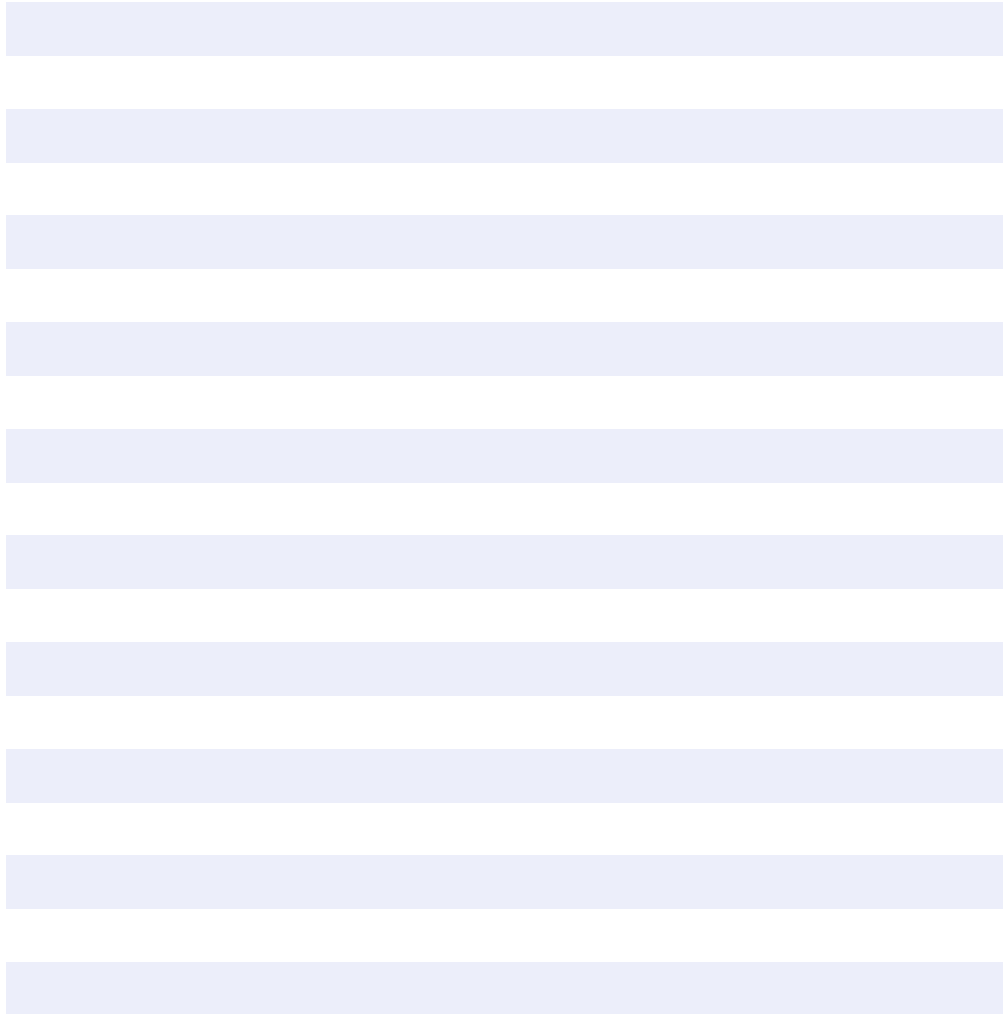
Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	CA	94605	N/A
Wells Fargo & Company	CA	92021	N/A
M&T Bank Corporation	DE	19802	N/A
TD Bank US Holding Company	NJ	08854	N/A
JPMorgan Chase & Co.	FL	33062	N/A
Santander Bank US	PA	19454	N/A
Bank of America	GA	30060	N/A
Bank of America			N/A
JPMorgan Chase & Co.	FL	33496	N/A
Wells Fargo & Company	ID	83401	N/A
Bank of America	WA	98146	N/A
Santander Bank US	NJ	08859	N/A
Bank of America	MD	20878	N/A
Bank of America	WA	98102	N/A
Wells Fargo & Company	CA	94115	N/A
JPMorgan Chase & Co.	NY	10977	N/A
First Citizens	TN	37130	N/A
PayPal Holdings, Inc.	KY	41011	N/A
Wells Fargo & Company	AZ	85737	N/A
Citibank	MI	48154	N/A
Capital One	TX	76182	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	01/02/2014	Closed with explanation	Yes	No
Web	12/09/2013	Closed with explanation	Yes	No
Phone	01/13/2014	Closed with explanation	Yes	Yes
Web	01/10/2014	Closed with explanation	Yes	No
Referral	01/09/2014	Closed with monetary relief	Yes	No
Web	12/14/2013	Closed with explanation	Yes	No
Web	12/09/2013	Closed with monetary relief	Yes	No
Web	12/23/2013	Closed with explanation	Yes	No
Referral	12/31/2013	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Web	12/15/2013	Closed with monetary relief	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	Yes
Web	12/19/2013	Closed with non-monetary relief	Yes	No
Web	12/15/2013	Closed with monetary relief	Yes	No
Fax	01/17/2014	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Phone	01/03/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with monetary relief	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

647038

625536

661652

661725

653530

634113

625669

634153

639096

670006

634569

653538

669337

639124

634183

670037

661846

639168

670103

635888

660760

Bank Account or Service Complaints

Based on Consumer Complaints

12/16/2013	Bank account or service	Other bank product/service
12/09/2013	Bank account or service	Checking account
12/16/2013	Bank account or service	Checking account
01/15/2014	Bank account or service	Checking account
01/15/2014	Bank account or service	Checking account
01/15/2014	Bank account or service	Checking account
12/16/2013	Bank account or service	Savings account
01/03/2014	Bank account or service	Other bank product/service
01/15/2014	Bank account or service	(CD) Certificate of deposit
12/27/2013	Bank account or service	Checking account
12/19/2013	Bank account or service	Checking account
12/09/2013	Bank account or service	Checking account
01/15/2014	Bank account or service	Checking account
12/16/2013	Bank account or service	Checking account
12/19/2013	Bank account or service	Checking account
12/19/2013	Bank account or service	Checking account
01/04/2014	Bank account or service	Other bank product/service
12/19/2013	Bank account or service	Other bank product/service
12/16/2013	Bank account or service	Savings account
01/04/2014	Bank account or service	Checking account
12/20/2013	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	CA	95762		N/A
JPMorgan Chase & Co.	NY	11102		N/A
USAA Savings	FL	33060		N/A
HSBC North America Holdings Inc.	AZ	85024		N/A
JPMorgan Chase & Co.	NY	11729		N/A
Bank of America	GA	30655		N/A
JPMorgan Chase & Co.				N/A
LexisNexis	MA	02140		N/A
Santander Bank US	PA	17837		N/A
JPMorgan Chase & Co.	OH	45414		N/A
Wells Fargo & Company	NJ	07008		N/A
TD Bank US Holding Company	NY	10701		N/A
JPMorgan Chase & Co.	FL	33186		N/A
Wells Fargo & Company	NJ	08215		N/A
Bank of America	FL	33486		N/A
Wells Fargo & Company	TN	38118		N/A
PNC Bank N.A.	IL	60435	Older American	N/A
Alliance Financial Resources, LLC	CO	80653		N/A
Santander Bank US	PA	19046	Older American	N/A
Bank of America	GA	31419		N/A
Citizens Financial Group, Inc.	RI	02893		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	12/19/2013	Closed with explanation	Yes	No
Phone	12/11/2013	Closed with explanation	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No
Referral	01/22/2014	Closed	Yes	No
Web	01/16/2014	Closed with monetary relief	Yes	No
Referral	01/15/2014	Closed with explanation	Yes	No
Web	12/16/2013	Closed with explanation	Yes	No
Phone	01/08/2014	Closed with explanation	Yes	No
Web	01/15/2014	Closed	Yes	No
Phone	01/03/2014	Closed with explanation	Yes	No
Web	12/19/2013	Closed with monetary relief	Yes	No
Web	12/09/2013	Closed with monetary relief	Yes	No
Web	01/15/2014	Closed with monetary relief	Yes	No
Phone	01/03/2014	Closed	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Phone	12/26/2013	Closed with explanation	Yes	No
Web	01/04/2014	Closed with explanation	Yes	No
Phone	01/02/2014	Closed	Yes	No
Phone	12/19/2013	Closed with monetary relief	Yes	Yes
Web	01/06/2014	Closed with explanation	Yes	No
Web	12/26/2013	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

634823

626572

636210

670897

670152

670333

634818

653596

670221

647521

639361

625903

671473

635033

639037

639449

654862

639589

635099

654991

640271

Bank Account or Service Complaints

Based on Consumer Complaints

12/16/2013	Bank account or service	Checking account
01/10/2014	Bank account or service	Checking account
01/10/2014	Bank account or service	Checking account
01/05/2014	Bank account or service	Checking account
01/10/2014	Bank account or service	Savings account
01/10/2014	Bank account or service	Other bank product/service
12/20/2013	Bank account or service	Checking account
12/27/2013	Bank account or service	Checking account
12/09/2013	Bank account or service	Checking account
12/27/2013	Bank account or service	Checking account
12/20/2013	Bank account or service	Checking account
12/27/2013	Bank account or service	Checking account
12/20/2013	Bank account or service	Checking account
01/15/2014	Bank account or service	Checking account
01/10/2014	Bank account or service	Other bank product/service
12/20/2013	Bank account or service	Savings account
12/27/2013	Bank account or service	Checking account
12/20/2013	Bank account or service	Checking account
01/06/2014	Bank account or service	Cashing a check without an account
01/15/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

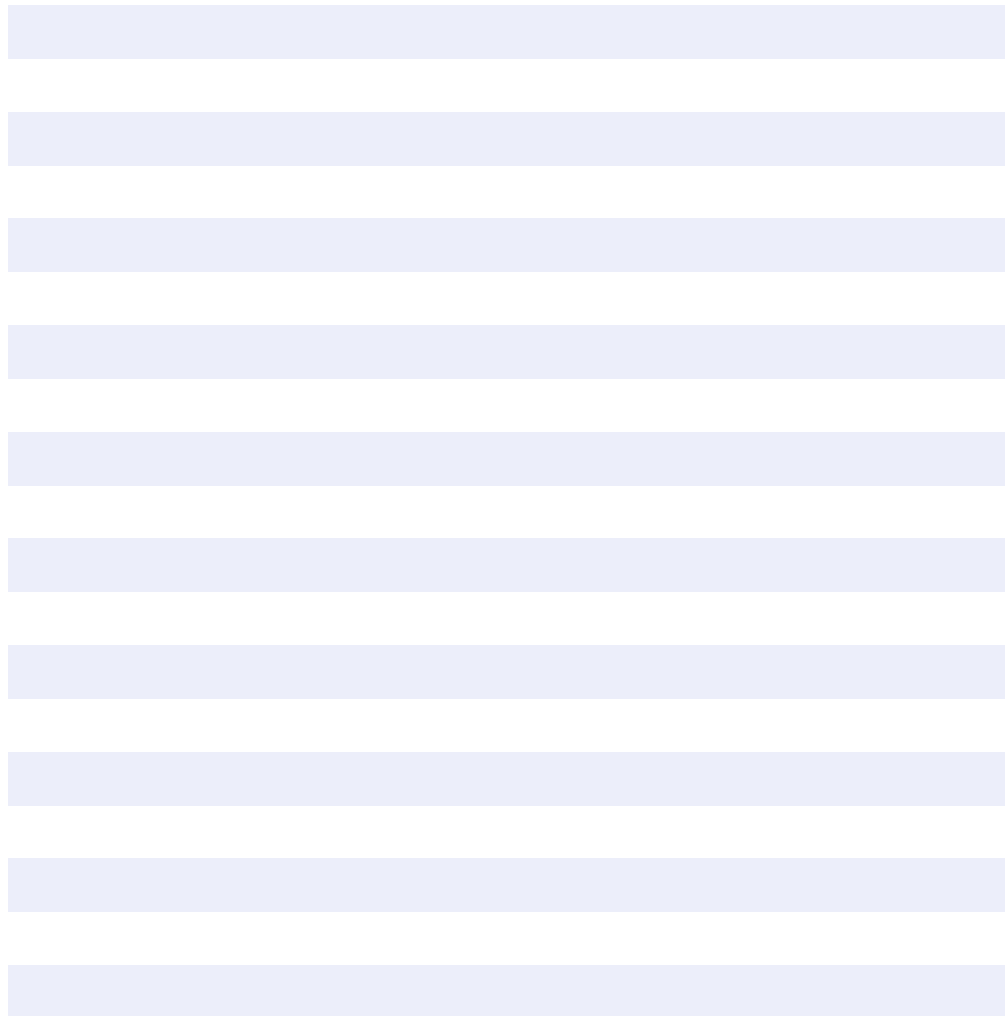
Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	NC	28805	Older American, Servicemember	N/A
M&T Bank Corporation	NY	13212		N/A
Wells Fargo & Company	MI	49931		N/A
Bank of America	GA	30185		N/A
Bank of America	MI	48154		N/A
Bank of America	NY	10514		N/A
Regions Financial Corporation	TX	75057		N/A
Bank of America	TN	37129		N/A
Santander Bank US	MA	02459		N/A
SunTrust Banks, Inc.	VA	21202		N/A
PayPal Holdings, Inc.	NJ	07843		N/A
JPMorgan Chase & Co.	CA	92240		N/A
SunTrust Banks, Inc.	FL	33612		N/A
Bank of America	NY	12095		N/A
JPMorgan Chase & Co.	NY	10031		N/A
Capital One	NJ	08648	Servicemember	N/A
PNC Bank N.A.	PA	18612	Older American	N/A
TD Bank US Holding Company	MA	01950		N/A
Wells Fargo & Company	VA	22304		N/A
Wells Fargo & Company	GA	31131	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	12/19/2013	Closed with explanation	Yes	No
Web	01/09/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Web	01/05/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	Yes
Referral	01/03/2014	Closed with explanation	Yes	No
Referral	12/31/2013	Closed with explanation	Yes	No
Web	12/09/2013	Closed with explanation	Yes	No
Referral	12/31/2013	Closed with explanation	Yes	No
Referral	01/03/2014	Closed with monetary relief	Yes	No
Phone	01/02/2014	Closed with explanation	Yes	No
Referral	01/03/2014	Closed with explanation	Yes	No
Referral	01/22/2014	Closed with monetary relief	Yes	No
Postal mail	01/13/2014	Closed with explanation	Yes	No
Web	12/20/2013	Closed with monetary relief	Yes	No
Web	12/27/2013	Closed with monetary relief	Yes	No
Web	12/30/2013	Closed with monetary relief	Yes	No
Web	01/21/2014	Closed with explanation	Yes	Yes
Phone	01/22/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

635203

663106

662557

655640

662787

664497

640695

646982

626198

646983

640584

647887

640551

670609

662783

640415

647027

640430

656881

670703

Bank Account or Service Complaints

Based on Consumer Complaints

01/06/2014	Bank account or service	Checking account
01/06/2014	Bank account or service	Checking account
01/10/2014	Bank account or service	Other bank product/service
12/20/2013	Bank account or service	Checking account
01/15/2014	Bank account or service	(CD) Certificate of deposit
12/09/2013	Bank account or service	(CD) Certificate of deposit
01/15/2014	Bank account or service	Checking account
01/15/2014	Bank account or service	Checking account
01/10/2014	Bank account or service	Checking account
12/29/2013	Bank account or service	Checking account
12/29/2013	Bank account or service	Checking account
01/15/2014	Bank account or service	Other bank product/service
01/10/2014	Bank account or service	Checking account
12/10/2013	Bank account or service	Checking account
12/10/2013	Bank account or service	Checking account
12/10/2013	Bank account or service	Checking account
12/10/2013	Bank account or service	Checking account
12/30/2013	Bank account or service	Other bank product/service
12/30/2013	Bank account or service	(CD) Certificate of deposit
01/10/2014	Bank account or service	Checking account
01/15/2014	Bank account or service	Checking account
01/10/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

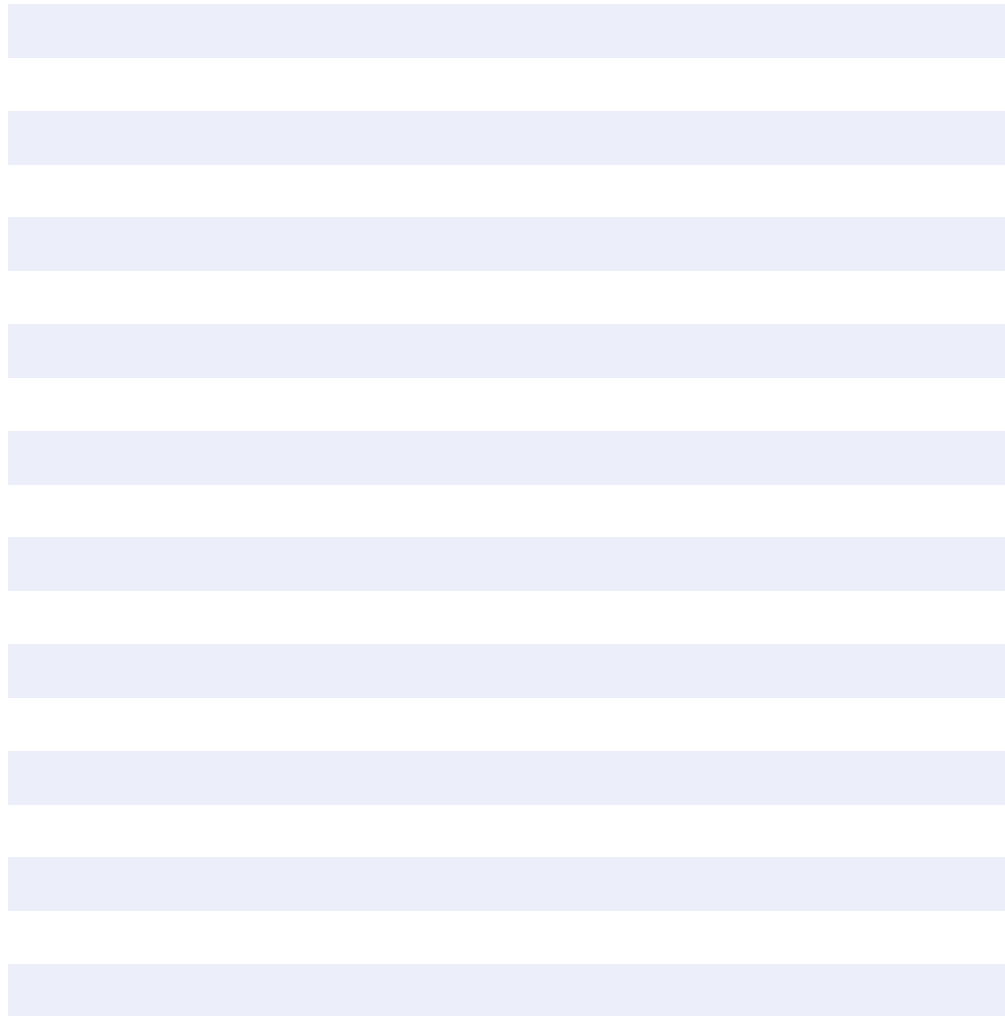
Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	VA	22193		N/A
PNC Bank N.A.	MD	21213		N/A
PNC Bank N.A.	IL	60660		N/A
Bank of the West	CO	80215		N/A
Synchrony Financial			Older American	N/A
Capital One	TX	75205		N/A
Wells Fargo & Company			Servicemember	N/A
Santander Bank US	MA	02368		N/A
Citizens Financial Group, Inc.	TX	76354		N/A
Citibank	MA	01844		N/A
Wells Fargo & Company	GA	30092	Older American	N/A
Fifth Third Financial Corporation	LA	70546		N/A
New York Community Bank	OH	44107		N/A
TCF National Bank	IL	60680		N/A
Capital One	NY	10456		N/A
Citizens Financial Group, Inc.	NY	14850		N/A
JPMorgan Chase & Co.	CA	95051		N/A
U.S. Bancorp	VA	23233		N/A
Capital One	FL	33852		N/A
Ally Financial Inc.	TX	75692		N/A
Wells Fargo & Company	TX	77075		N/A
U.S. Bancorp	OH	43228		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	01/06/2014	Closed with explanation	Yes	No
Phone	01/09/2014	Closed with monetary relief	Yes	No
Phone	01/13/2014	Closed with explanation	Yes	Yes
Web	12/20/2013	Closed with monetary relief	Yes	No
Phone	01/22/2014	Closed with explanation	Yes	No
Web	12/09/2013	Closed with monetary relief	Yes	No
Phone	01/22/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed	Yes	Yes
Referral	01/23/2014	Closed with explanation	Yes	No
Web	12/30/2013	Closed with explanation	Yes	No
Web	12/29/2013	Closed with monetary relief	Yes	No
Referral	01/23/2014	Closed with monetary relief	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Referral	12/10/2013	Closed with monetary relief	Yes	No
Referral	12/10/2013	Closed with non-monetary relief	Yes	No
Referral	12/12/2013	Closed with monetary relief	Yes	No
Referral	12/10/2013	Closed with monetary relief	Yes	No
Web	12/29/2013	Closed with explanation	Yes	Yes
Referral	01/09/2014	Closed with monetary relief	Yes	No
Web	01/15/2014	Closed with monetary relief	Yes	No
Web	01/15/2014	Closed with explanation	Yes	No
Referral	01/13/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

655732

655808

663417

640671

670906

626502

670969

670974

663848

648327

648375

669365

662579

627614

627901

628142

627893

649189

650528

663878

672064

662734

Bank Account or Service Complaints

Based on Consumer Complaints

01/15/2014	Bank account or service	(CD) Certificate of deposit
01/21/2014	Bank account or service	Checking account
01/10/2014	Bank account or service	Checking account
01/06/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Checking account
01/16/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Checking account
01/16/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Other bank product/service
01/21/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Other bank product/service
01/21/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	(CD) Certificate of deposit
01/21/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Other bank product/service
01/21/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Making/receiving payments, sending money

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

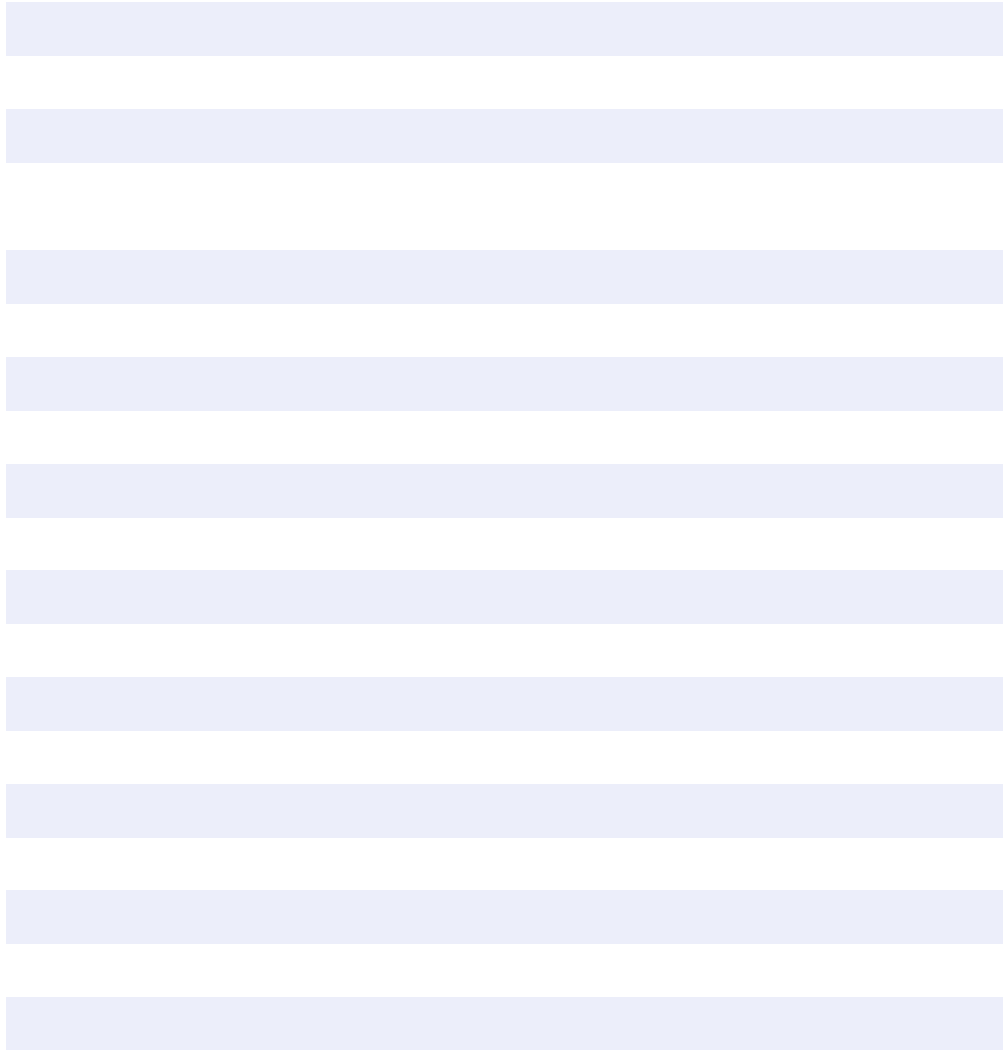
Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

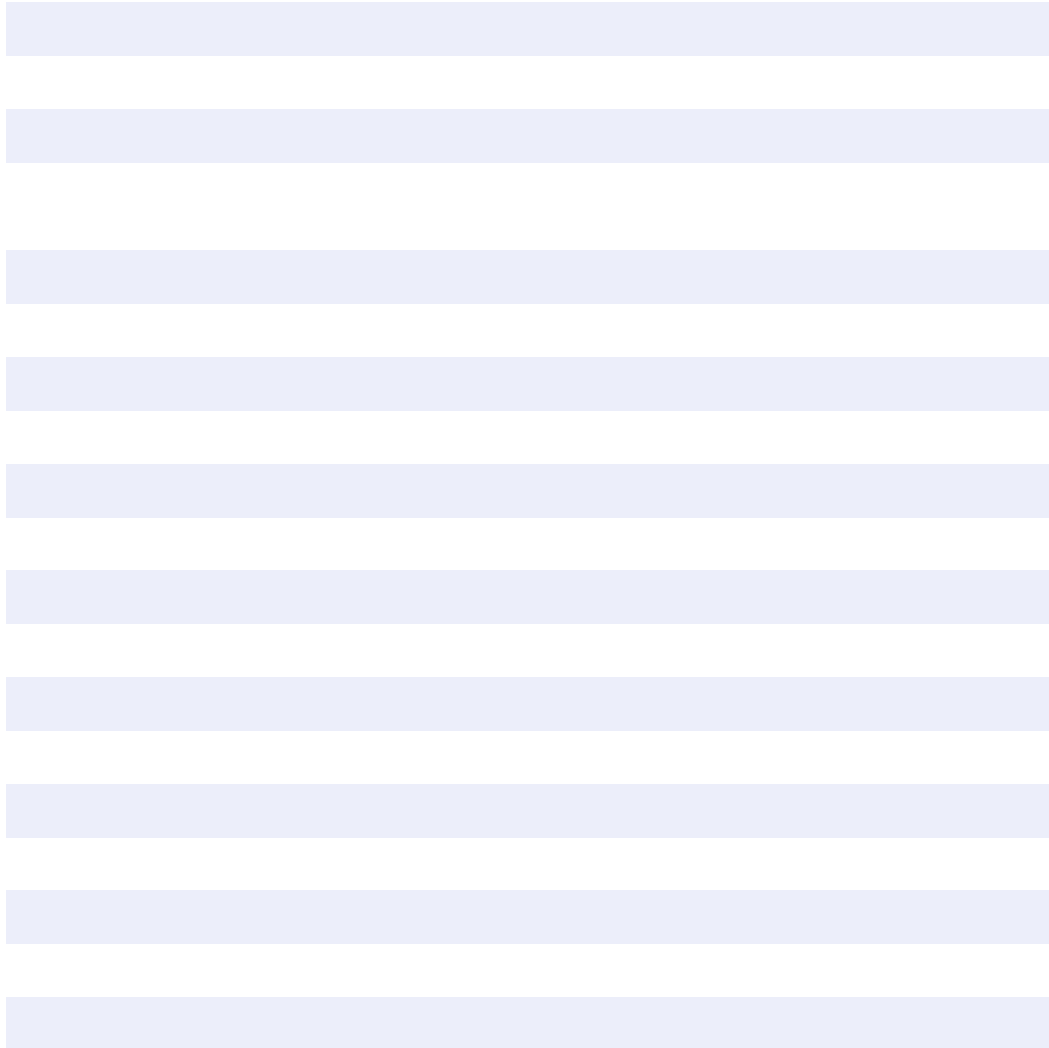
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Synchrony Financial	OR	97202		N/A
Capital One	FL	32055	Older American	N/A
U.S. Bancorp	KY	42301		N/A
Bank of America	TX	76063	Servicemember	N/A
U.S. Bancorp	CO	81062	Older American, Servicemember	N/A
Wells Fargo & Company	NJ	08037		N/A
The Huntington National Bank	MI	48312		N/A
TD Bank US Holding Company	NJ	31407		N/A
Bank of America	FL	34293		N/A
Bank of America	MI	48226		N/A
Fidelity National Information Services, Inc. (FNIS)	CA	90220		N/A
The Huntington National Bank	OH	43302		N/A
Capital One	TX	76123		N/A
PNC Bank N.A.	PA	19142	Older American	N/A
Fidelity National Information Services, Inc. (FNIS)	CA	90220		N/A
Bank of America	FL	33544		N/A
JPMorgan Chase & Co.	AZ	85224		N/A
Wells Fargo & Company	NJ	07090	Older American	N/A
First Citizens	NC	28425		N/A
JPMorgan Chase & Co.	AZ	85379		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	01/23/2014	Closed with explanation	Yes	Yes
Web	01/22/2014	Closed with explanation	Yes	Yes
Referral	01/13/2014	Closed with explanation	Yes	No
Phone	01/08/2014	Closed with explanation	Yes	No
Phone	01/28/2014	Closed with non-monetary relief	Yes	No
Phone	01/23/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed with monetary relief	Yes	Yes
Web	01/15/2014	Closed with explanation	Yes	Yes
Referral	01/28/2014	Closed with monetary relief	Yes	No
Referral	01/28/2014	Closed with non-monetary relief	Yes	No
Web	01/22/2014	Closed with explanation	Yes	Yes
Web	01/21/2014	Closed with monetary relief	Yes	No
Postal mail	01/28/2014	Closed with explanation	Yes	No
Postal mail	01/28/2014	Closed	Yes	No
Fax	01/28/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed with monetary relief	Yes	No
Phone	01/28/2014	Closed with explanation	Yes	No
Postal mail	01/28/2014	Closed with explanation	Yes	Yes
Web	01/21/2014	Closed with explanation	Yes	No
Phone	01/28/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

671392

677533

662678

656522

677557

672126

677667

671513

677875

677876

677904

677937

677203

676723

678057

678119

678128

677183

678219

678303

Bank Account or Service Complaints

Based on Consumer Complaints

01/21/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Other bank product/service
01/21/2014	Bank account or service	Other bank product/service
01/16/2014	Bank account or service	Checking account
01/21/2014	Bank account or service	Other bank product/service
01/21/2014	Bank account or service	Other bank product/service
01/16/2014	Bank account or service	Other bank product/service
01/16/2014	Bank account or service	Other bank product/service
01/16/2014	Bank account or service	Checking account
01/22/2014	Bank account or service	Checking account
01/22/2014	Bank account or service	Checking account
01/06/2014	Bank account or service	Checking account
01/06/2014	Bank account or service	Savings account
01/06/2014	Bank account or service	Checking account
01/22/2014	Bank account or service	Other bank product/service
01/06/2014	Bank account or service	(CD) Certificate of deposit
01/07/2014	Bank account or service	Checking account
01/07/2014	Bank account or service	Checking account
01/07/2014	Bank account or service	Checking account
01/07/2014	Bank account or service	Savings account
01/07/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	CA	90044		N/A
Wells Fargo & Company	GA	30305		N/A
Wells Fargo & Company	NC	27707		N/A
AllianceOne Recievables Management	UT	84046		N/A
The Huntington National Bank	MO	65772		N/A
Express Recovery Services, Inc.	UT	84046		N/A
Bonneville Billing and Collections	UT	84046		N/A
M&T Bank Corporation	NY	12206		N/A
Ditech Financial LLC	TX	78745		N/A
Bank of America	CA	94806	Servicemember	N/A
Fifth Third Financial Corporation	IL	60657		N/A
TD Bank US Holding Company	PA	17509		N/A
Wells Fargo & Company	WA	98223		N/A
Citibank	IL	60446		N/A
Bank of America	CA	91007		N/A
Portfolio Recovery Associates, Inc.	PA	17601		N/A
TCF National Bank	KY	40351		N/A
Wells Fargo & Company	IL	60016		N/A
Santander Bank US	NJ	07032		N/A
Bank of Hawaii	HI	96813		N/A
CIT Bank National Association	CA	91016		N/A
M&T Bank Corporation				N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	01/28/2014	Closed with explanation	Yes	No
Web	01/21/2014	Closed with explanation	Yes	No
Phone	01/28/2014	Closed with explanation	Yes	No
Referral	01/29/2014	Closed with explanation	Yes	No
Web	01/16/2014	Closed with monetary relief	Yes	No
Referral	01/29/2014	Closed	Yes	No
Referral	01/29/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Fax	01/23/2014	Closed with explanation	Yes	No
Referral	01/23/2014	Closed with explanation	Yes	No
Referral	01/29/2014	Closed with monetary relief	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	No
Phone	01/08/2014	Closed with explanation	Yes	No
Phone	01/09/2014	Closed with explanation	Yes	No
Referral	01/29/2014	Closed with non-monetary relief	Yes	No
Web	01/06/2014	Closed with explanation	Yes	Yes
Web	01/06/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with monetary relief	Yes	No
Referral	01/08/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

676860

678428

678451

678603

672234

678605

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671676

671567

673506

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657354

Bank Account or Service Complaints

Based on Consumer Complaints

01/07/2014	Bank account or service	Checking account
01/07/2014	Bank account or service	Checking account
01/16/2014	Bank account or service	Other bank product/service
01/07/2014	Bank account or service	Checking account
01/22/2014	Bank account or service	Savings account
01/07/2014	Bank account or service	Savings account
01/07/2014	Bank account or service	(CD) Certificate of deposit
01/16/2014	Bank account or service	Checking account
01/07/2014	Bank account or service	Checking account
01/16/2014	Bank account or service	Checking account
01/11/2014	Bank account or service	Checking account
01/22/2014	Bank account or service	Checking account
01/11/2014	Bank account or service	Checking account
01/22/2014	Bank account or service	Checking account
01/22/2014	Bank account or service	Other bank product/service
01/16/2014	Bank account or service	Checking account
01/16/2014	Bank account or service	Other bank product/service
01/27/2014	Bank account or service	Checking account
01/11/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

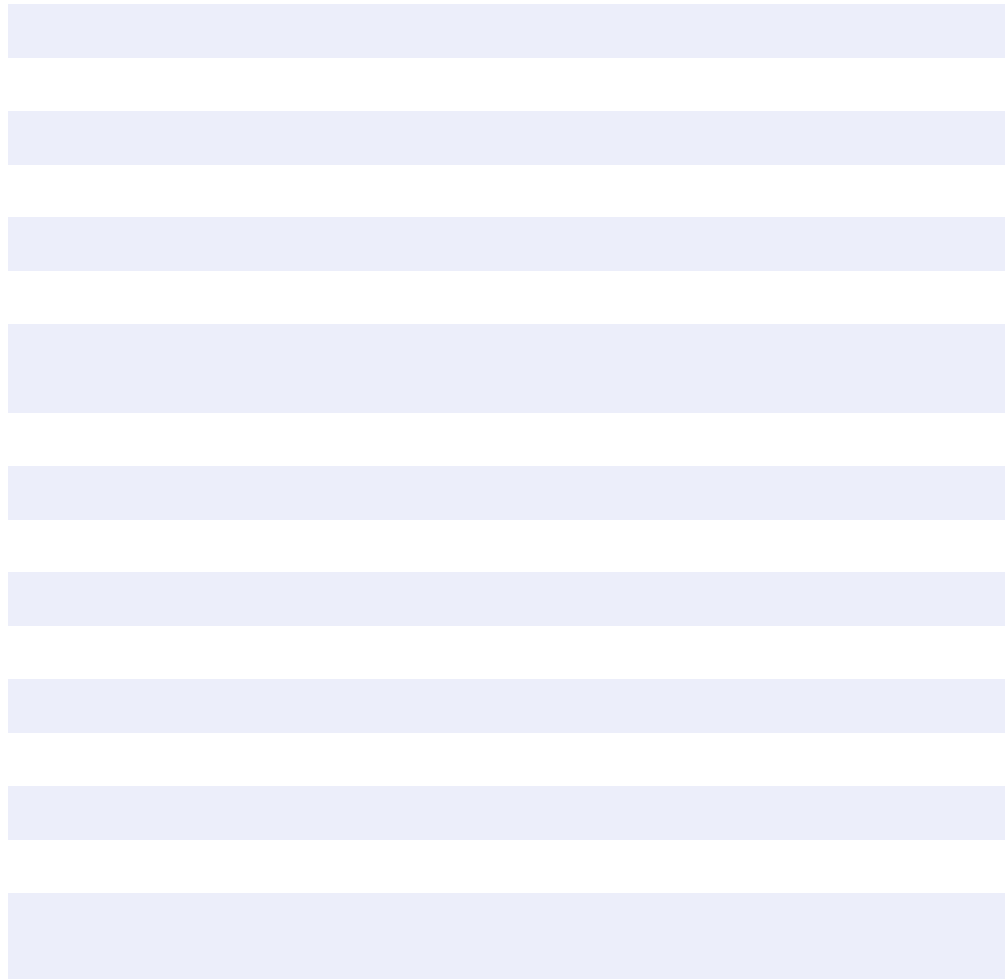
Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

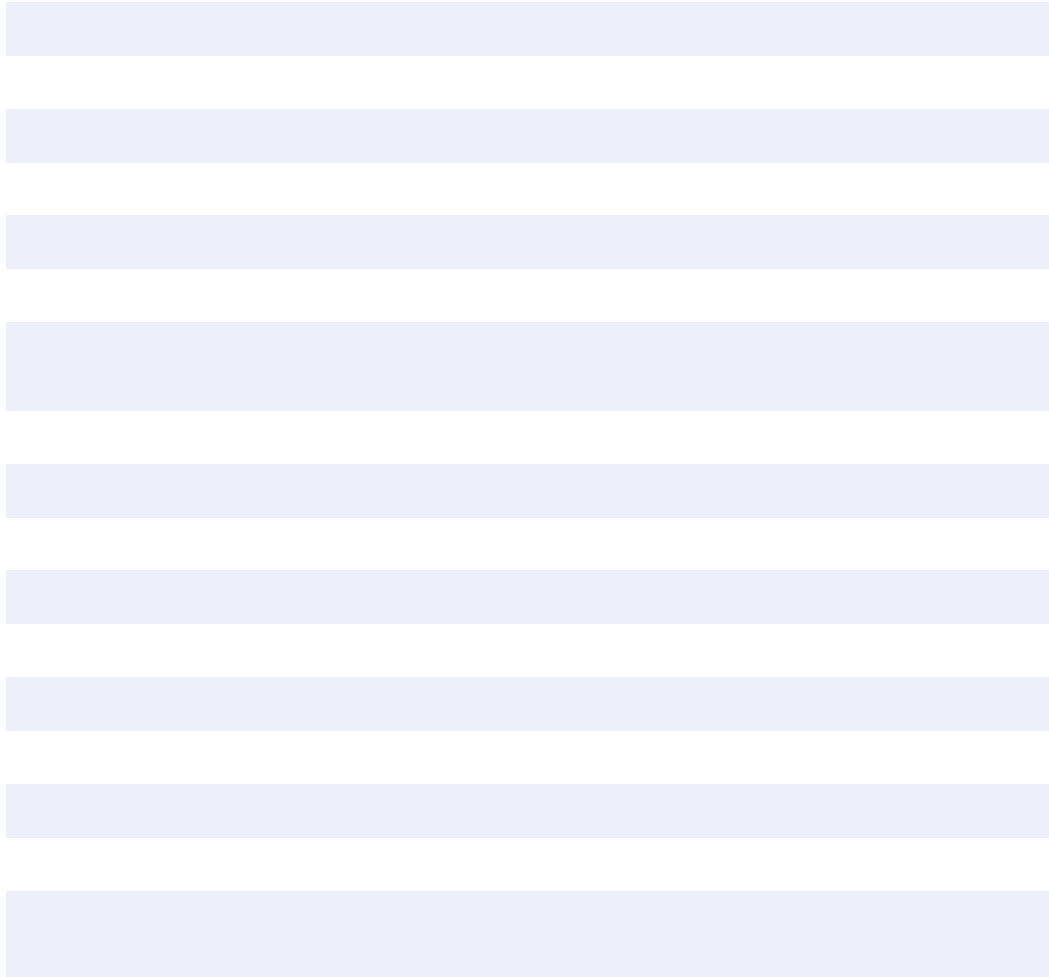
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

BB&T Financial	GA	30180		N/A
TD Bank US Holding Company	NJ	07522		N/A
PNC Bank N.A.	VA	24589		N/A
U.S. Bancorp	TX	77957		N/A
Pentagon FCU	CA	90011	Older American	N/A
U.S. Bancorp	IL	60610		N/A
BB&T Financial	MD	20776	Older American	N/A
Citibank	NJ	07305	Older American, Servicemember	N/A
Bank of America	VA	22201		N/A
Capital One	AZ	85365		N/A
PNC Bank N.A.	NY	11209		N/A
Fifth Third Financial Corporation	IL	60647		N/A
Wells Fargo & Company	VA	20155		N/A
Regions Financial Corporation	TN	38562		N/A
Wells Fargo & Company	CA	90716		N/A
PNC Bank N.A.	GA	30339		N/A
Bank of America	CA	95669		N/A
Wells Fargo & Company	MN	55448	Older American, Servicemember	N/A
JPMorgan Chase & Co.	FL	33130	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	01/08/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with monetary relief	Yes	No
Phone	01/23/2014	Closed	Yes	No
Phone	01/10/2014	Closed with explanation	Yes	Yes
Web	01/22/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Phone	01/23/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with monetary relief	Yes	No
Referral	01/24/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with monetary relief	Yes	No
Referral	01/29/2014	Closed with explanation	Yes	No
Web	01/10/2014	Closed with explanation	Yes	No
Referral	01/30/2014	Closed with explanation	Yes	No
Postal mail	01/30/2014	Closed with explanation	Yes	No
Referral	01/24/2014	Closed with explanation	Yes	No
Referral	01/24/2014	Closed with explanation	Yes	No
Postal mail	02/05/2014	Closed with explanation	Yes	No
Postal mail	01/13/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

657352

657328

672822

657433

679806

657547

657566

673039

657643

673184

664345

680071

665156

680692

680030

673541

673520

686087

662862

Bank Account or Service Complaints

Based on Consumer Complaints

01/11/2014	Bank account or service	Checking account
01/11/2014	Bank account or service	(CD) Certificate of deposit
01/11/2014	Bank account or service	Other bank product/service
01/27/2014	Bank account or service	Other bank product/service
01/07/2014	Bank account or service	Checking account
01/27/2014	Bank account or service	Checking account
01/16/2014	Bank account or service	Checking account
01/31/2014	Bank account or service	Other bank product/service
01/07/2014	Bank account or service	Other bank product/service
02/05/2014	Bank account or service	Checking account
01/31/2014	Bank account or service	Checking account
01/07/2014	Bank account or service	Checking account
01/17/2014	Bank account or service	Checking account
01/07/2014	Bank account or service	Checking account
01/13/2014	Bank account or service	Other bank product/service
01/31/2014	Bank account or service	Savings account
01/31/2014	Bank account or service	Checking account
01/22/2014	Bank account or service	Other bank product/service
01/31/2014	Bank account or service	Other bank product/service
01/07/2014	Bank account or service	Checking account
01/13/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Making/receiving payments, sending money

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

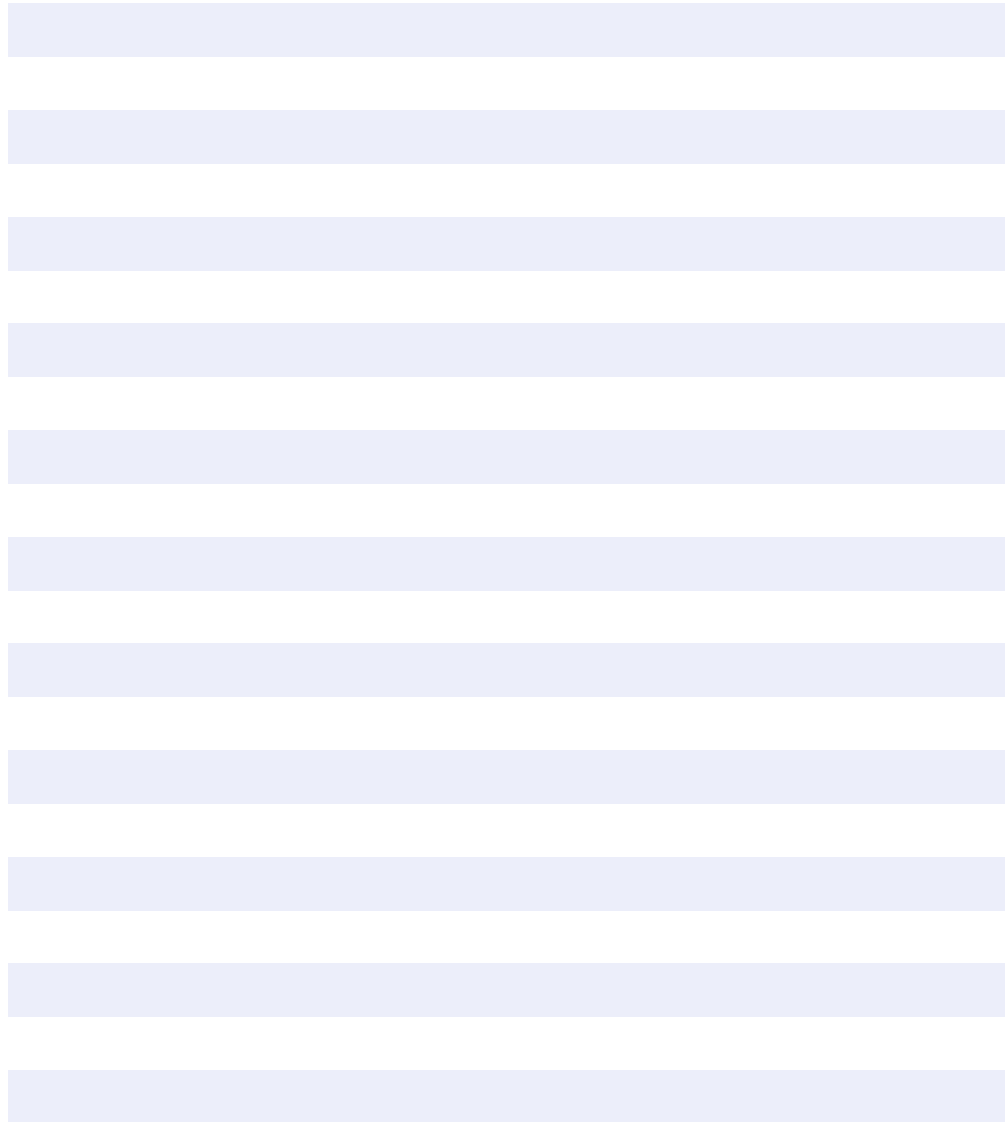
Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

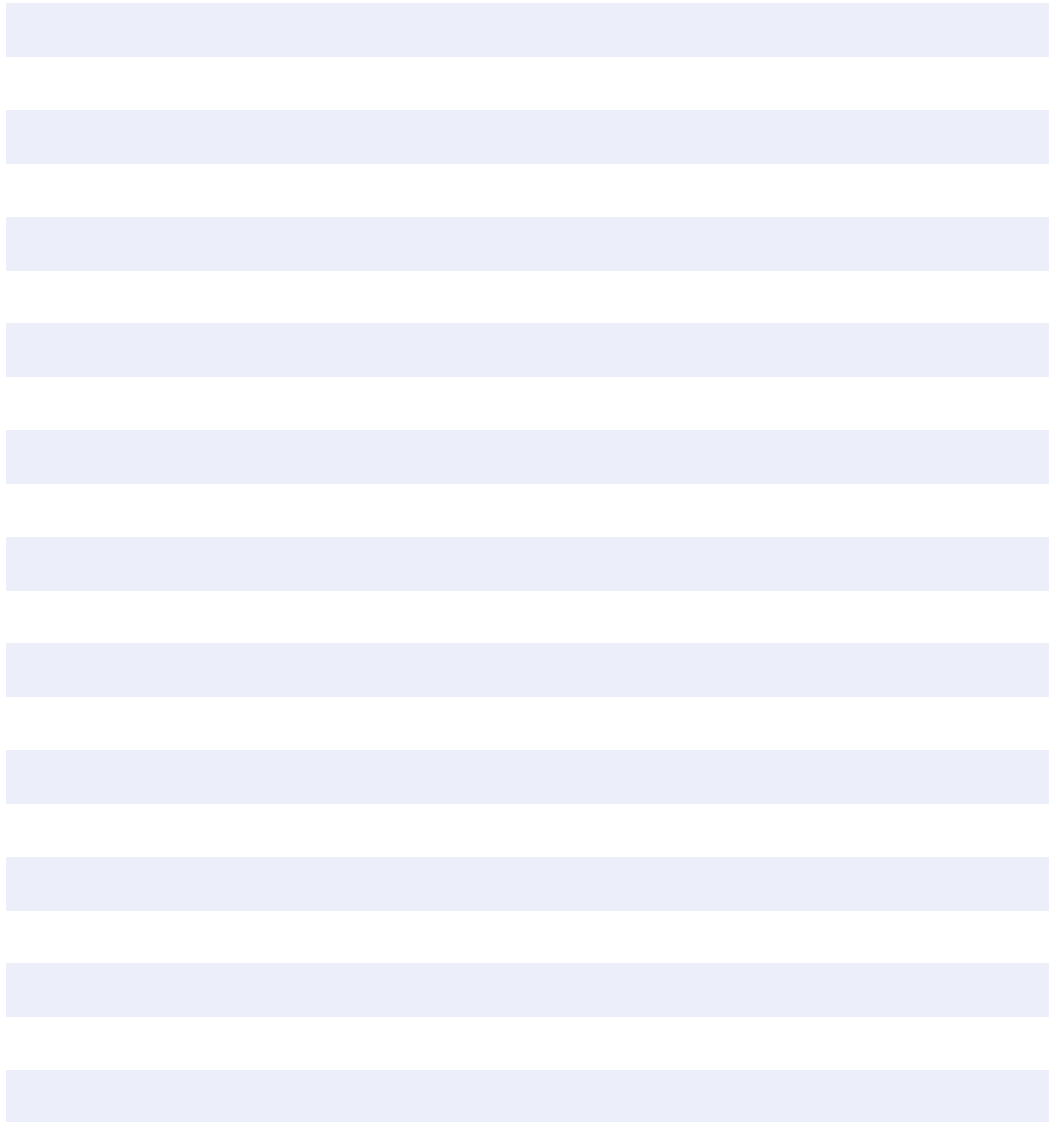
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	AR	72521		N/A
Bank of America	PA	15057		N/A
HSBC North America Holdings Inc.	NY	10023		N/A
Bank of America	CO	80203		N/A
Regions Financial Corporation	TN	37421		N/A
Wells Fargo & Company	OR	97031		N/A
PNC Bank N.A.	NJ	07002		N/A
Bank of America	VA	22203		N/A
Fidelity National Information Services, Inc. (FNIS)	FL	33712		N/A
Citizens Financial Group, Inc.	MA	02122		N/A
The Huntington National Bank	OH	43311	Older American	N/A
Wells Fargo & Company	FL	32209		N/A
Synovus Bank	AL	36869		N/A
JPMorgan Chase & Co.	OR	97210		N/A
JPMorgan Chase & Co.	MA	01746		N/A
Wells Fargo & Company	CA	95967		N/A
Bank of America	NM	87801		N/A
BB&T Financial	CA	93065		N/A
Main Street Personal Finance	DC	20010		N/A
Wells Fargo & Company	IA	52544		N/A
Wells Fargo & Company	SC	29212		N/A
JPMorgan Chase & Co.	NY	13850		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	01/13/2014	Closed with explanation	Yes	No
Web	01/11/2014	Closed with explanation	Yes	No
Postal mail	01/13/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Referral	01/08/2014	Closed with monetary relief	Yes	No
Referral	02/05/2014	Closed with explanation	Yes	Yes
Web	01/16/2014	Closed with explanation	Yes	No
Web	01/31/2014	Closed with explanation	Yes	No
Web	01/14/2014	Closed with explanation	Yes	No
Referral	02/14/2014	Closed with monetary relief	Yes	No
Phone	02/07/2014	Closed with monetary relief	Yes	No
Phone	01/08/2014	Closed with explanation	Yes	Yes
Web	01/21/2014	Closed with explanation	Yes	Yes
Web	01/07/2014	Closed with explanation	Yes	Yes
Web	01/12/2014	Closed with explanation	Yes	No
Web	01/31/2014	Closed with explanation	No	No
Web	01/31/2014	Closed with monetary relief	Yes	No
Web	01/23/2014	Closed with explanation	Yes	No
Web	02/02/2014	Closed with explanation	Yes	No
Web	01/07/2014	Closed with non-monetary relief	Yes	Yes
Web	01/13/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

662743

664478

664492

687332

658289

686073

672015

696425

658362

700656

694477

658151

676657

658164

665443

695837

694532

678877

693932

658251

665519

700584

Bank Account or Service Complaints

Based on Consumer Complaints

02/06/2014	Bank account or service	Checking account
01/17/2014	Bank account or service	Checking account
01/27/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Checking account
01/27/2014	Bank account or service	Checking account
01/07/2014	Bank account or service	Other bank product/service
01/27/2014	Bank account or service	Savings account
01/28/2014	Bank account or service	Checking account
01/13/2014	Bank account or service	Other bank product/service
01/08/2014	Bank account or service	Checking account
01/28/2014	Bank account or service	Checking account
01/08/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Checking account
01/22/2014	Bank account or service	Savings account
01/08/2014	Bank account or service	Checking account
01/28/2014	Bank account or service	Checking account
01/08/2014	Bank account or service	Checking account
02/11/2014	Bank account or service	Checking account
02/11/2014	Bank account or service	Checking account
01/08/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

Making/receiving payments, sending money

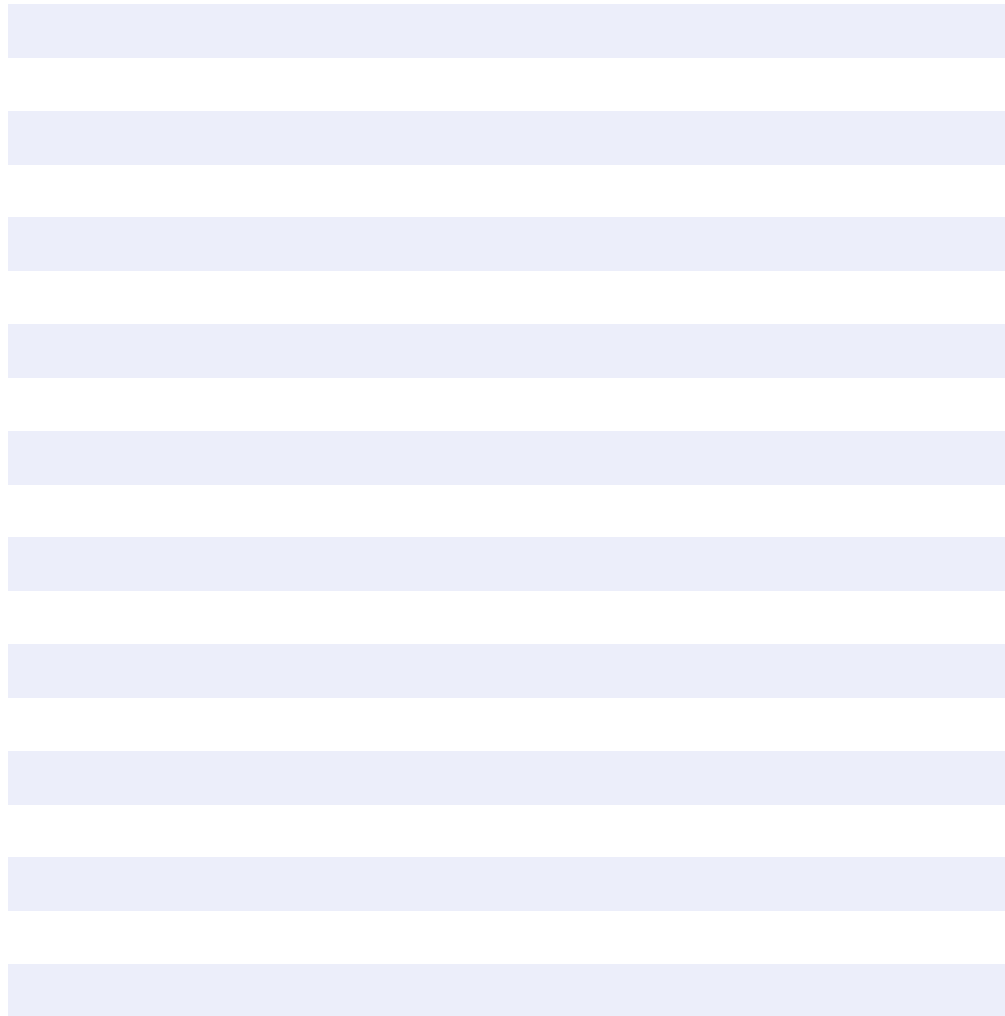
Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	AZ	85388		N/A
Wells Fargo & Company	CA	92557		N/A
Wells Fargo & Company	CA	94601	Older American	N/A
U.S. Bancorp	OR	97045		N/A
Wells Fargo & Company	CA	92647		N/A
PNC Bank N.A.	OH	43013		N/A
JPMorgan Chase & Co.	DC	20002		N/A
Morgan Stanley	NY	11725		N/A
Fifth Third Financial Corporation	OH	45342		N/A
Citibank	NY	10465		N/A
PNC Bank N.A.	MD	21001		N/A
Bank of America	CA	94619		N/A
JPMorgan Chase & Co.	CA	94010		N/A
PNC Bank N.A.	NJ	07726		N/A
The Huntington National Bank	OH	44429		N/A
JPMorgan Chase & Co.	TX	77007		N/A
Wells Fargo & Company	FL	33130	Older American	N/A
Citibank	FL	33416		N/A
PNC Bank N.A.	KY	40229	Older American	N/A
Bank of America	TX	75034		N/A
Bank of America	CA	92054		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	02/10/2014	Closed with explanation	Yes	No
Referral	01/24/2014	Closed with monetary relief	Yes	No
Phone	02/05/2014	Closed with non-monetary relief	Yes	Yes
Referral	02/10/2014	Closed with explanation	Yes	No
Web	02/05/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	Yes
Phone	01/08/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with non-monetary relief	Yes	Yes
Web	01/13/2014	Closed with monetary relief	Yes	No
Web	01/07/2014	Closed	Yes	No
Referral	02/06/2014	Closed with explanation	Yes	Yes
Web	01/07/2014	Closed with explanation	Yes	No
Phone	02/11/2014	Closed with explanation	Yes	No
Phone	01/30/2014	Closed with explanation	Yes	No
Web	01/08/2014	Closed with explanation	Yes	Yes
Phone	02/06/2014	Closed with monetary relief	Yes	No
Referral	01/09/2014	Closed with explanation	Yes	No
Web	02/10/2014	Closed with explanation	Yes	No
Web	02/10/2014	Closed with explanation	Yes	No
Postal mail	01/09/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

700591

674642

686137

700618

700623

689917

657013

687813

689744

665610

659030

688012

659044

700828

680770

659066

689462

659149

708068

708095

658798

Bank Account or Service Complaints

Based on Consumer Complaints

01/31/2014	Bank account or service	Checking account
01/31/2014	Bank account or service	Savings account
01/31/2014	Bank account or service	Checking account
01/22/2014	Bank account or service	Other bank product/service
02/11/2014	Bank account or service	Checking account
01/13/2014	Bank account or service	Checking account
01/13/2014	Bank account or service	Checking account
01/13/2014	Bank account or service	Checking account
02/11/2014	Bank account or service	(CD) Certificate of deposit
02/06/2014	Bank account or service	Checking account
01/13/2014	Bank account or service	Checking account
02/11/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Checking account
01/31/2014	Bank account or service	Savings account
01/23/2014	Bank account or service	Checking account
01/31/2014	Bank account or service	Checking account
01/31/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	(CD) Certificate of deposit
01/28/2014	Bank account or service	Savings account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

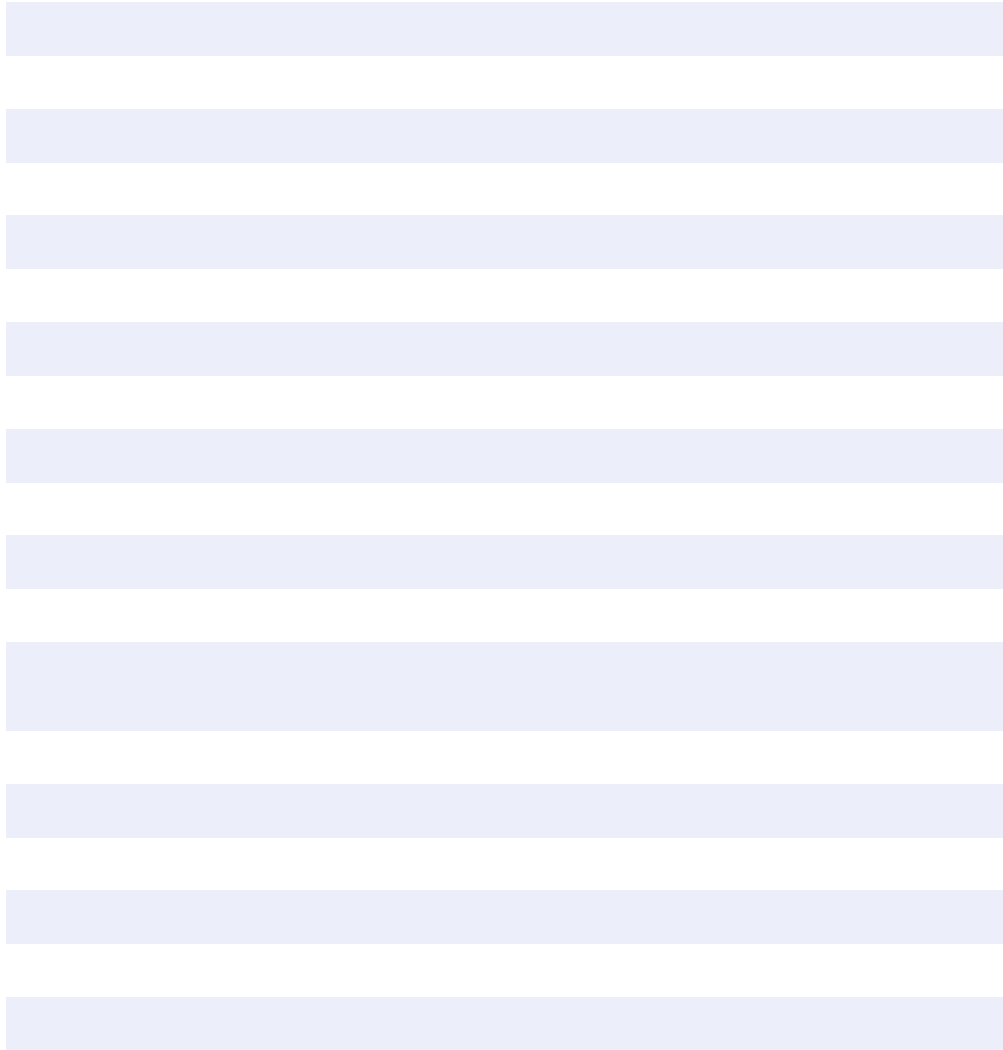
Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	CA	92704		N/A
Bank of America	MO	63125		N/A
Wells Fargo & Company	VA	22150		N/A
U.S. Bancorp	HI	90716		N/A
Bank of America	TX	78745		N/A
Bank of America	GA	30318		N/A
Bank of America	CA	94587		N/A
Bank of America	MD	21218		N/A
U.S. Bancorp	CA	92629		N/A
Bank of America	NC	28373		N/A
Wells Fargo & Company	TX	77052		N/A
Bank of America	CA	90031		N/A
PNC Bank N.A.	KY	41017		N/A
The Huntington National Bank	OH	44210	Older American, Servicemember	N/A
Citizens Financial Group, Inc.	MA	02141		N/A
Wells Fargo & Company	ID	83856		N/A
Bank of America	NY	10037		N/A
U.S. Bancorp	SC	29418		N/A
Banco Popular de Puerto Rico	PR	00736		N/A
HSBC North America Holdings Inc.	NY	10304		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	02/07/2014	Closed with monetary relief	Yes	No
Phone	02/07/2014	Closed with explanation	Yes	No
Phone	02/07/2014	Closed with explanation	Yes	No
Postal mail	01/30/2014	Closed with explanation	Yes	No
Web	02/11/2014	Closed with explanation	Yes	Yes
Referral	01/16/2014	Closed with explanation	Yes	No
Referral	01/16/2014	Closed with explanation	Yes	No
Referral	01/16/2014	Closed with explanation	Yes	No
Referral	02/21/2014	Closed with explanation	Yes	No
Web	02/06/2014	Closed with monetary relief	Yes	No
Phone	01/13/2014	Closed with explanation	Yes	No
Referral	02/18/2014	Closed with explanation	Yes	No
Web	02/06/2014	Closed with explanation	Yes	No
Phone	02/10/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	No
Postal mail	02/07/2014	Closed with explanation	Yes	Yes
Web	01/31/2014	Closed with monetary relief	Yes	No
Referral	01/30/2014	Closed with explanation	Yes	Yes
Referral	02/10/2014	Closed with explanation	Yes	No
Web	01/28/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

694858

694894

694933

680920

709603

665934

665939

665942

714175

701095

666010

709580

701186

695067

681154

695124

695220

681893

702107

688665

Bank Account or Service Complaints

Based on Consumer Complaints

01/23/2014	Bank account or service	Checking account
01/13/2014	Bank account or service	Other bank product/service
02/01/2014	Bank account or service	Other bank product/service
01/23/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Other bank product/service
02/11/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Checking account
02/01/2014	Bank account or service	Other bank product/service
02/11/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	(CD) Certificate of deposit
02/11/2014	Bank account or service	Checking account
02/01/2014	Bank account or service	Checking account
02/11/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Checking account
02/02/2014	Bank account or service	Checking account
02/11/2014	Bank account or service	Checking account
02/02/2014	Bank account or service	Checking account
02/11/2014	Bank account or service	Checking account
02/11/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Using a debit or ATM card

Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

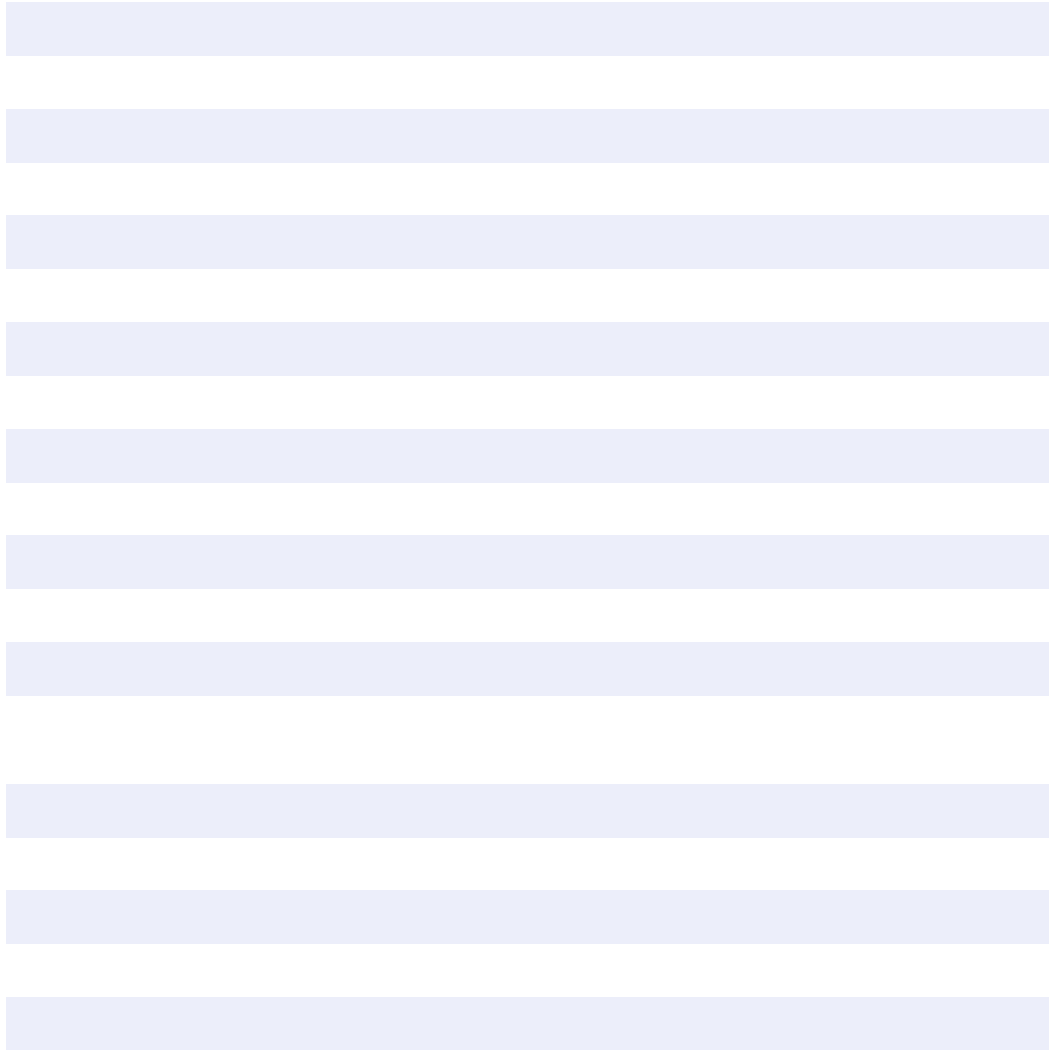
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	CA	92707		N/A
Synchrony Financial	NY	11772		N/A
Wells Fargo & Company	FL	33736		N/A
SunTrust Banks, Inc.	MD	20817		N/A
PNC Bank N.A.	MI	49008		N/A
JPMorgan Chase & Co.				N/A
HSBC North America Holdings Inc.	NY	11791		N/A
BBVA Compass	TX	78582		N/A
Bank of America	NM	87544		N/A
JPMorgan Chase & Co.	NY	10065		N/A
SunTrust Banks, Inc.	TN	38125		N/A
Bank of America	MA	02056		N/A
Bank of America	CA	91324		N/A
Bank of America	OR	97030		N/A
Wells Fargo & Company	ID	83213		N/A
Wells Fargo & Company	AZ	85705	Older American, Servicemember	N/A
Bank of America	MA	02556	Older American	N/A
Bank of America	MA	01778		N/A
U.S. Bancorp	CA	93535	Older American	N/A
Wells Fargo & Company	FL	32961		N/A
The Huntington National Bank	OH	44270		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	01/30/2014	Closed with monetary relief	Yes	No
Web	01/16/2014	Closed with explanation	Yes	No
Web	02/11/2014	Closed with explanation	Yes	Yes
Web	01/23/2014	Closed with explanation	Yes	No
Web	02/12/2014	Closed with monetary relief	Yes	No
Web	02/06/2014	Closed with explanation	Yes	No
Web	02/11/2014	Closed with monetary relief	Yes	No
Web	01/23/2014	Closed with explanation	Yes	Yes
Web	02/06/2014	Closed with monetary relief	Yes	Yes
Web	02/01/2014	Closed with explanation	Yes	No
Referral	02/14/2014	Closed with monetary relief	Yes	No
Fax	01/31/2014	Closed with explanation	Yes	No
Referral	02/14/2014	Closed with explanation	Yes	No
Web	02/01/2014	Closed with monetary relief	Yes	No
Web	02/11/2014	Closed with explanation	Yes	Yes
Phone	02/25/2014	Closed with explanation	Yes	No
Web	02/01/2014	Closed with explanation	Yes	No
Web	02/11/2014	Closed with explanation	Yes	No
Web	02/02/2014	Closed with monetary relief	Yes	No
Web	02/11/2014	Closed with explanation	Yes	No
Web	02/11/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

682760

666346

695400

681934

701536

703055

708705

682002

700214

695566

709634

682046

708766

695578

708785

701745

695943

708506

695723

709134

708069

Bank Account or Service Complaints

Based on Consumer Complaints

02/11/2014	Bank account or service	Savings account
02/11/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	Other bank product/service
01/28/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	Checking account
01/17/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	Checking account
01/28/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	Checking account
02/11/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	Checking account
02/12/2014	Bank account or service	Other bank product/service
02/12/2014	Bank account or service	Checking account
01/17/2014	Bank account or service	Checking account
02/12/2014	Bank account or service	Checking account
01/28/2014	Bank account or service	Checking account
02/03/2014	Bank account or service	Checking account
01/29/2014	Bank account or service	Savings account
02/12/2014	Bank account or service	Other bank product/service
01/17/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

Using a debit or ATM card

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	NY	11210		N/A
U.S. Bancorp	VA	20164	Older American	N/A
JPMorgan Chase & Co.	FL	33563		N/A
Amex	VA	22203		N/A
Wells Fargo & Company	GA	30506		N/A
Citizens Financial Group, Inc.	OH	44094		N/A
First National Bank of Omaha	NE	68005		N/A
Bank of America	NY	10278	Older American	N/A
Wells Fargo & Company	MN	55719		N/A
Wells Fargo & Company	GA	30236		N/A
BB&T Financial	MD	21144		N/A
Bank of America	TX	76472	Servicemember	N/A
Citizens Financial Group, Inc.	MA	01002		N/A
Citibank	TX	76106		N/A
Ally Financial Inc.	WV	24963		N/A
Bank of America	CA	94122		N/A
U.S. Bancorp	OR	97124		N/A
Wells Fargo & Company	PA	17603		N/A
PNC Bank N.A.	MD	20721		N/A
Wells Fargo & Company	CA	92346		N/A
Bank of America	CA	93030		N/A
Wells Fargo & Company	PA	18103		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	02/14/2014	Closed with monetary relief	Yes	No
Web	02/12/2014	Closed with explanation	Yes	No
Referral	01/31/2014	Closed with explanation	Yes	No
Web	01/31/2014	Closed with explanation	Yes	No
Web	01/28/2014	Closed with monetary relief	Yes	No
Web	01/31/2014	Closed with monetary relief	Yes	No
Web	01/23/2014	Closed with monetary relief	Yes	No
Phone	01/31/2014	Closed with explanation	Yes	No
Postal mail	01/31/2014	Closed with monetary relief	Yes	Yes
Phone	02/06/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	No
Web	02/11/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with explanation	Yes	Yes
Postal mail	02/14/2014	Closed with explanation	Yes	No
Web	02/11/2014	Closed with explanation	Yes	No
Referral	01/27/2014	Closed with explanation	Yes	No
Postal mail	02/18/2014	Closed with explanation	Yes	No
Web	01/28/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with monetary relief	Yes	No
Phone	02/06/2014	Closed with explanation	Yes	No
Referral	02/18/2014	Closed with explanation	Yes	Yes
Phone	01/27/2014	Closed with non-monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

709389

709197

682084

682088

688763

682221

674905

682428

681203

689444

681066

722229

682555

716739

736730

675152

714275

689276

696703

689983

714298

675286

Bank Account or Service Complaints

Based on Consumer Complaints

02/12/2014	Bank account or service	Checking account
02/12/2014	Bank account or service	Checking account
02/12/2014	Bank account or service	Checking account
02/03/2014	Bank account or service	Other bank product/service
01/17/2014	Bank account or service	Checking account
02/12/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Checking account
02/18/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	Checking account
01/17/2014	Bank account or service	Checking account
02/06/2014	Bank account or service	Checking account
01/17/2014	Bank account or service	Checking account
01/23/2014	Bank account or service	(CD) Certificate of deposit
02/03/2014	Bank account or service	Other bank product/service
01/29/2014	Bank account or service	Other bank product/service
01/23/2014	Bank account or service	Other bank product/service
01/17/2014	Bank account or service	Checking account
02/18/2014	Bank account or service	(CD) Certificate of deposit
02/07/2014	Bank account or service	Other bank product/service
01/29/2014	Bank account or service	Checking account
02/07/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Using a debit or ATM card

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

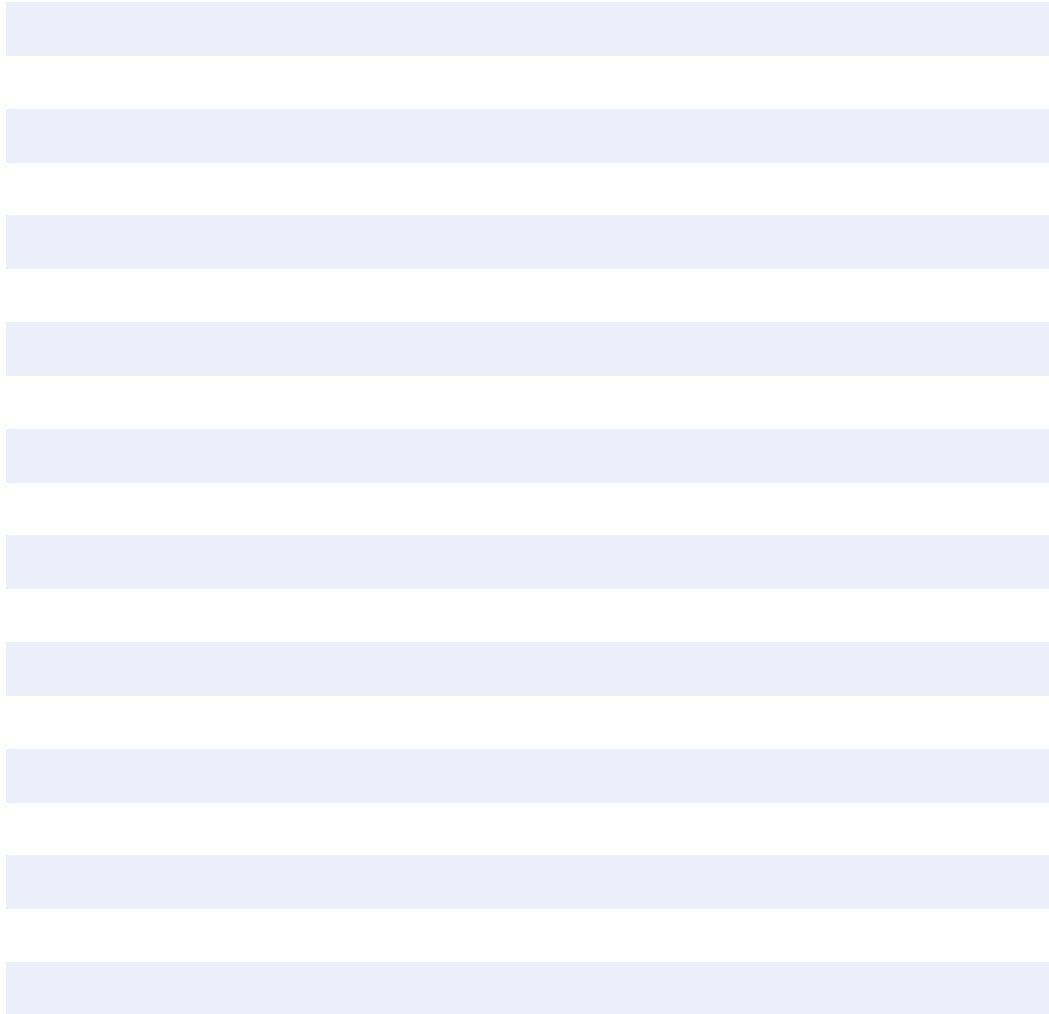
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	NE	68901		N/A
U.S. Bancorp	IL	60203		N/A
Capital One	TX	77586		N/A
Wells Fargo & Company	CA	92346		N/A
JPMorgan Chase & Co.	CA	95241		N/A
Bank of America	DE	19711	Servicemember	N/A
Bank of America	DC	20009		N/A
Citizens Financial Group, Inc.	MA	01760	Older American	N/A
Citibank	NY	11374		N/A
Bank of America	CA	92024		N/A
JPMorgan Chase & Co.	CA	95336		N/A
TD Bank US Holding Company	CT	06040		N/A
JPMorgan Chase & Co.	GA	30088		N/A
First Data Corporation	CA	90650		N/A
Synchrony Financial	AL	35201	Servicemember	N/A
Amex	CA	95832		N/A
Frost Bank	TX	77088		N/A
SunTrust Banks, Inc.	VA	24523		N/A
BB&T Financial	PA	17112		N/A
Regions Financial Corporation	GA	31791		N/A
Wells Fargo & Company	TX	77063	Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	02/19/2014	Closed with explanation	Yes	No
Referral	02/19/2014	Closed with explanation	Yes	No
Referral	02/19/2014	Closed with monetary relief	Yes	No
Postal mail	02/10/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	No
Web	02/12/2014	Closed with monetary relief	Yes	No
Web	02/06/2014	Closed with monetary relief	Yes	No
Web	02/20/2014	Closed with explanation	Yes	No
Web	01/23/2014	Closed with monetary relief	Yes	No
Web	01/17/2014	Closed with explanation	Yes	No
Web	02/06/2014	Closed with explanation	Yes	No
Phone	01/27/2014	Closed with non-monetary relief	Yes	No
Web	01/23/2014	Closed with explanation	Yes	Yes
Web	02/12/2014	Closed with explanation	No	
Referral	02/06/2014	Closed with explanation	Yes	No
Web	01/24/2014	Closed with explanation	Yes	No
Phone	01/27/2014	Closed with explanation	Yes	No
Postal mail	02/19/2014	Closed with explanation	Yes	Yes
Web	02/06/2014	Untimely response	No	
Referral	02/07/2014	Closed	Yes	Yes
Web	02/13/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

717456

717400

717434

696704

675340

727677

701923

718036

683108

675476

702013

674691

683466

696958

690172

683231

675545

717377

703171

691494

705199

Bank Account or Service Complaints

Based on Consumer Complaints

02/03/2014	Bank account or service	Checking account
02/18/2014	Bank account or service	Checking account
02/03/2014	Bank account or service	Other bank product/service
01/17/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Other bank product/service
02/21/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Savings account
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Other bank product/service
01/24/2014	Bank account or service	Savings account
02/21/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
02/03/2014	Bank account or service	Checking account
02/03/2014	Bank account or service	Checking account
01/29/2014	Bank account or service	Other bank product/service
02/21/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Other bank product/service
02/12/2014	Bank account or service	Checking account
01/18/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Deposits and withdrawals

Making/receiving payments, sending money

Making/receiving payments, sending money

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

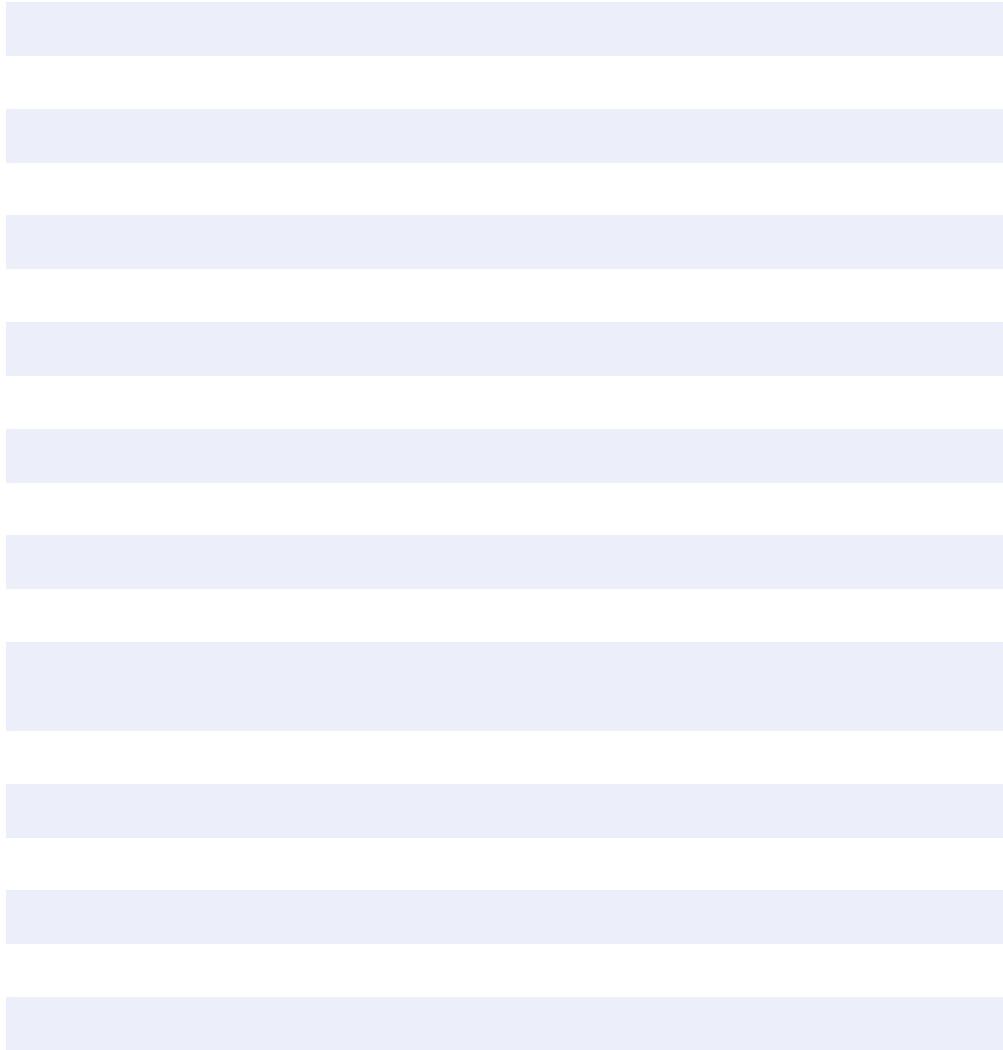
Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

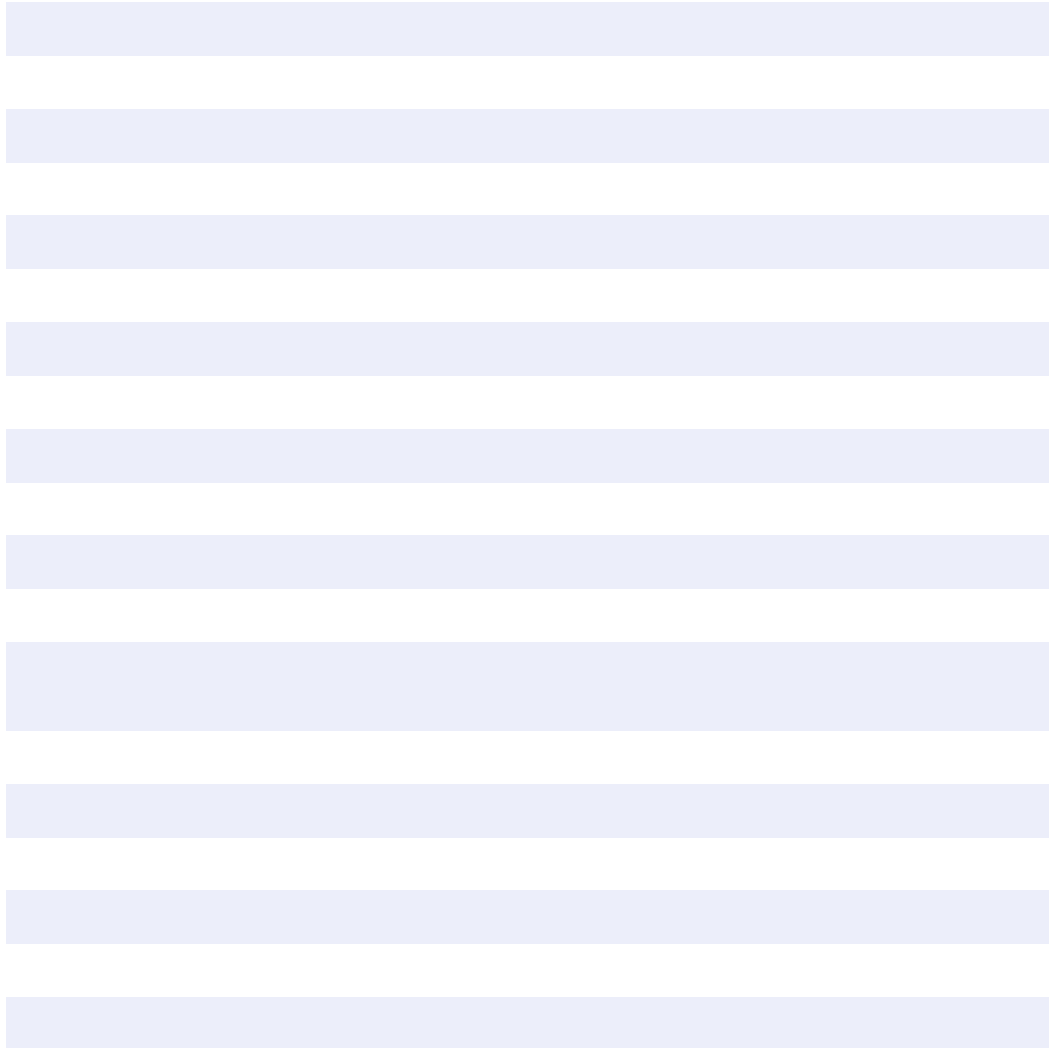
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	MD	20850	Older American	N/A
Wells Fargo & Company	GA	30350	Older American	N/A
BB&T Financial	TN	37921		N/A
HSBC North America Holdings Inc.	NY	11207		N/A
JPMorgan Chase & Co.	NY	11366		N/A
Webster Bank	CA	94017		N/A
SunTrust Banks, Inc.	NC	28451	Older American	N/A
PNC Bank N.A.	NJ	07719	Older American	N/A
Wells Fargo & Company	FL	33332		N/A
JPMorgan Chase & Co.	NJ	08753		N/A
Bank of America	FL	32746	Older American	N/A
Bank of America	MO	63146		N/A
HSBC North America Holdings Inc.	TX	78757	Older American	N/A
JPMorgan Chase & Co.	NV	89123	Older American, Servicemember	N/A
Bank of America	WV	26505		N/A
U.S. Bancorp	WA	98105		N/A
JPMorgan Chase & Co.	NJ	07302		N/A
U.S. Bancorp	GA	30032		N/A
Wells Fargo & Company	NY	10710		N/A
Wells Fargo & Company	CA	91740		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	02/07/2014	Closed with explanation	Yes	Yes
Phone	02/19/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	No
Fax	03/06/2014	Closed with explanation	Yes	No
Web	02/06/2014	Closed with explanation	Yes	No
Web	02/03/2014	Closed with explanation	Yes	Yes
Referral	02/24/2014	Closed with monetary relief	Yes	Yes
Web	02/24/2014	Closed with monetary relief	Yes	No
Referral	02/21/2014	Closed with explanation	Yes	No
Referral	03/04/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Web	02/21/2014	Closed	Yes	No
Referral	02/03/2014	Closed with explanation	Yes	No
Postal mail	02/10/2014	Closed with explanation	Yes	No
Postal mail	02/07/2014	Closed with explanation	Yes	No
Web	01/29/2014	Closed with explanation	Yes	No
Referral	03/04/2014	Closed with explanation	Yes	No
Postal mail	02/03/2014	Closed with explanation	Yes	No
Phone	02/18/2014	Closed with non-monetary relief	Yes	Yes
Phone	01/27/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

697039

718240

697065

675667

684207

684208

726688

725566

722598

719968

684288

727563

684078

697873

697318

691519

725754

684397

717492

674350

Bank Account or Service Complaints

Based on Consumer Complaints

01/24/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
02/07/2014	Bank account or service	Other bank product/service
01/24/2014	Bank account or service	Other bank product/service
01/29/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Other bank product/service
02/12/2014	Bank account or service	Checking account
01/18/2014	Bank account or service	Checking account
01/18/2014	Bank account or service	Checking account
02/07/2014	Bank account or service	Other bank product/service
01/24/2014	Bank account or service	Checking account
02/07/2014	Bank account or service	Checking account
02/18/2014	Bank account or service	Other bank product/service
02/03/2014	Bank account or service	(CD) Certificate of deposit
02/21/2014	Bank account or service	Other bank product/service
01/29/2014	Bank account or service	Checking account
02/07/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Other bank product/service
01/18/2014	Bank account or service	Other bank product/service
01/18/2014	Bank account or service	Checking account
02/12/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Making/receiving payments, sending money

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

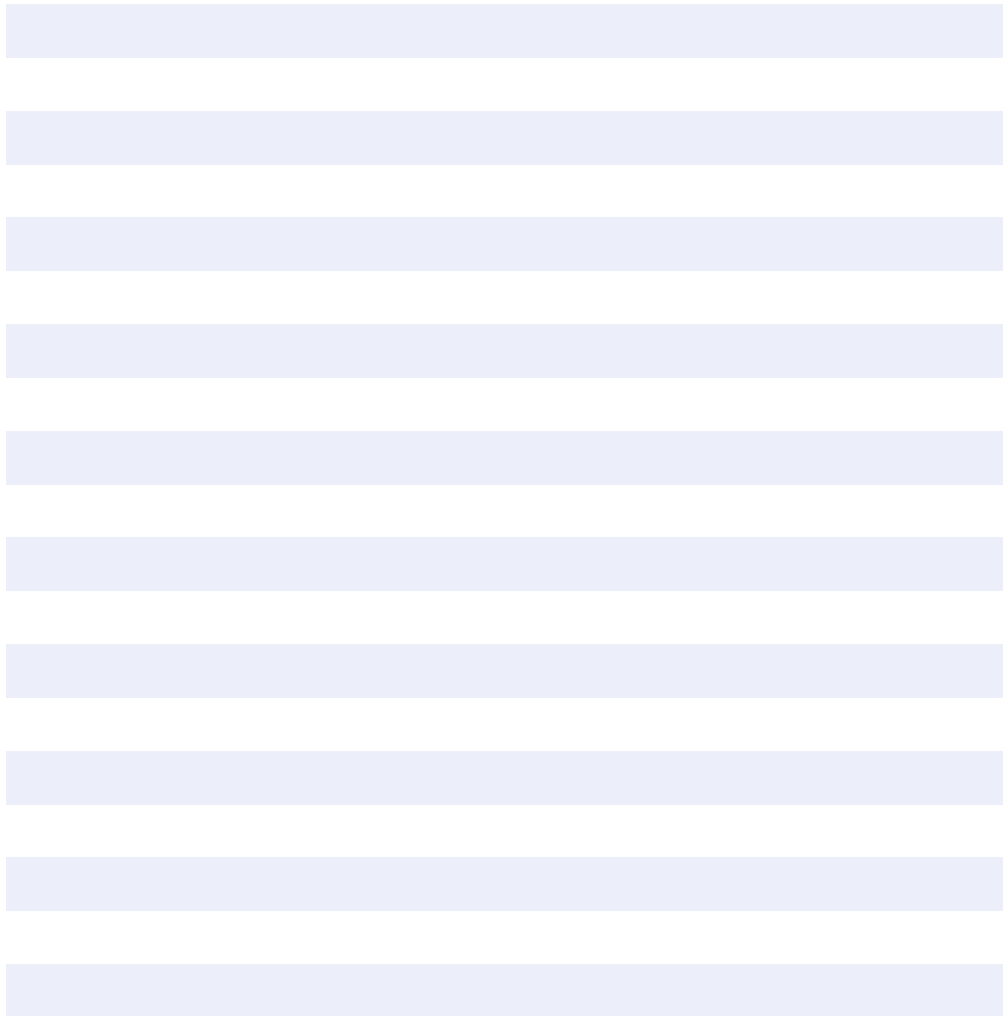
Deposits and withdrawals

Problems caused by my funds being low

Problems caused by my funds being low

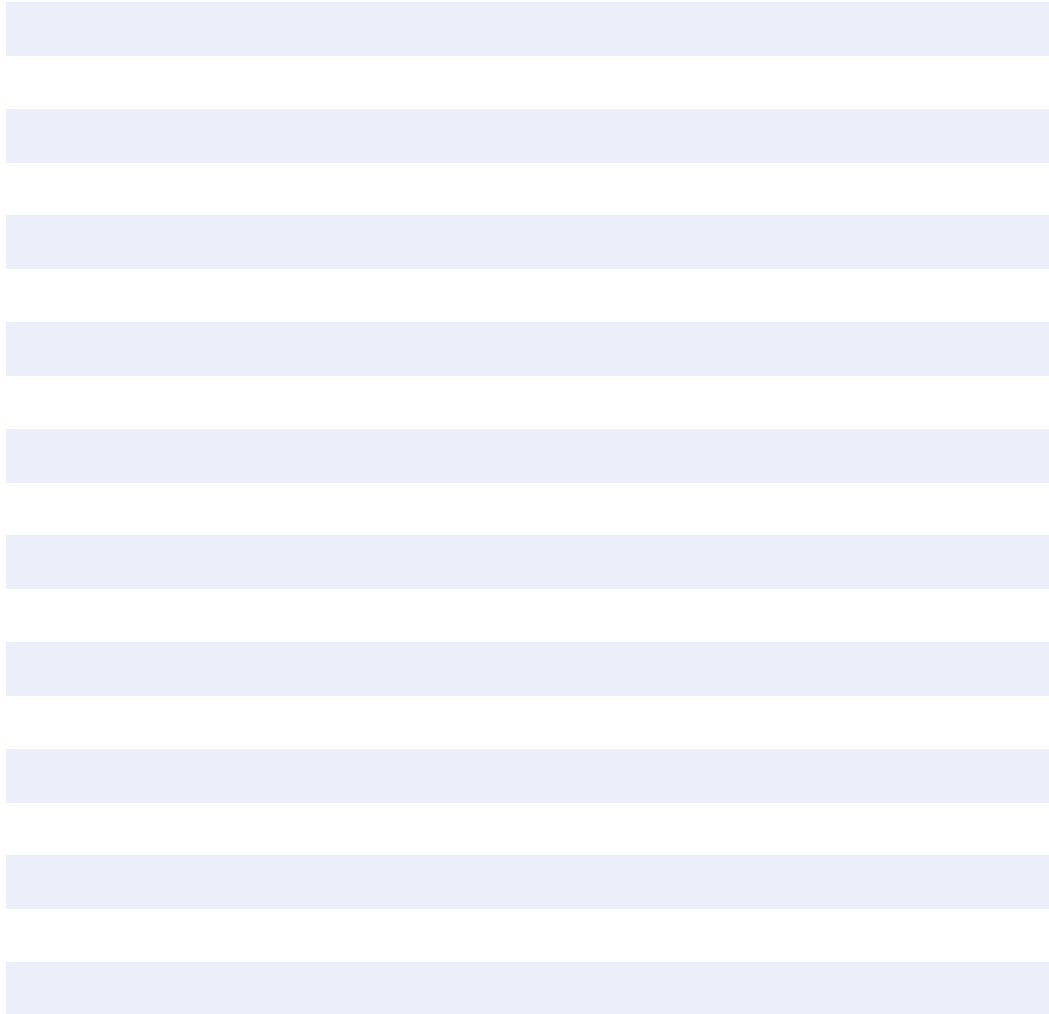
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Citibank	MD	20716		N/A
Amex	CA	92780		N/A
SunTrust Banks, Inc.	MD	21228		N/A
Citibank	TX	76134		N/A
Discover	GA	30032		N/A
Bank of America	MO	33480		N/A
Wells Fargo & Company	FL	33186		N/A
Wells Fargo & Company	AL	35126	Servicemember	N/A
U.S. Bancorp	IA	52240		N/A
Bank of America	IL	60010		N/A
Sterling Jewelers Inc.	TX	76134		N/A
FirstMerit Bank	OH	41105		N/A
JPMorgan Chase & Co.	OK	73160		N/A
UBS Bank	MA	02458		N/A
JPMorgan Chase & Co.	NV	89074	Older American	N/A
Wells Fargo & Company	NV	89403		N/A
Bank of the West	CA	93230		N/A
Bank of America	MD	20770		N/A
Fidelity National Information Services, Inc. (FNIS)	GA	30008		N/A
UBS Bank	TX	78209	Older American	N/A
Bank of America	NH	03869		N/A
People's United Bank	NY	11691		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	02/03/2014	Closed with monetary relief	Yes	No
Web	01/29/2014	Closed with explanation	Yes	No
Web	01/24/2014	Closed with explanation	Yes	No
Postal mail	02/11/2014	Closed with explanation	Yes	No
Postal mail	02/03/2014	Closed with explanation	Yes	No
Referral	02/06/2014	Closed with explanation	Yes	No
Phone	02/05/2014	Closed with explanation	Yes	Yes
Phone	02/18/2014	Closed with explanation	Yes	No
Web	01/18/2014	Closed with monetary relief	Yes	No
Web	01/18/2014	Closed with explanation	Yes	No
Postal mail	02/11/2014	Closed with explanation	Yes	No
Phone	02/19/2014	Closed with monetary relief	Yes	No
Web	02/07/2014	Closed with explanation	Yes	No
Fax	02/19/2014	Closed	Yes	No
Phone	02/05/2014	Closed with monetary relief	Yes	No
Postal mail	02/24/2014	Closed with explanation	Yes	No
Referral	02/06/2014	Closed with explanation	Yes	No
Web	02/07/2014	Closed with monetary relief	Yes	No
Phone	02/05/2014	Closed with explanation	Yes	No
Web	01/18/2014	Closed	Yes	No
Web	01/18/2014	Closed with monetary relief	Yes	No
Web	02/12/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

684434

684439

684440

703531

684402

690655

684477

717494

673950

673967

703383

684521

703674

718615

697609

725924

691374

703695

684564

676054

676064

711893

Bank Account or Service Complaints

Based on Consumer Complaints

02/07/2014	Bank account or service	Checking account
02/03/2014	Bank account or service	(CD) Certificate of deposit
01/19/2014	Bank account or service	Checking account
02/07/2014	Bank account or service	(CD) Certificate of deposit
02/21/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Other bank product/service
02/21/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	(CD) Certificate of deposit
02/12/2014	Bank account or service	Other bank product/service
02/12/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
01/20/2014	Bank account or service	Other bank product/service
01/20/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Savings account
02/13/2014	Bank account or service	Checking account
02/13/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

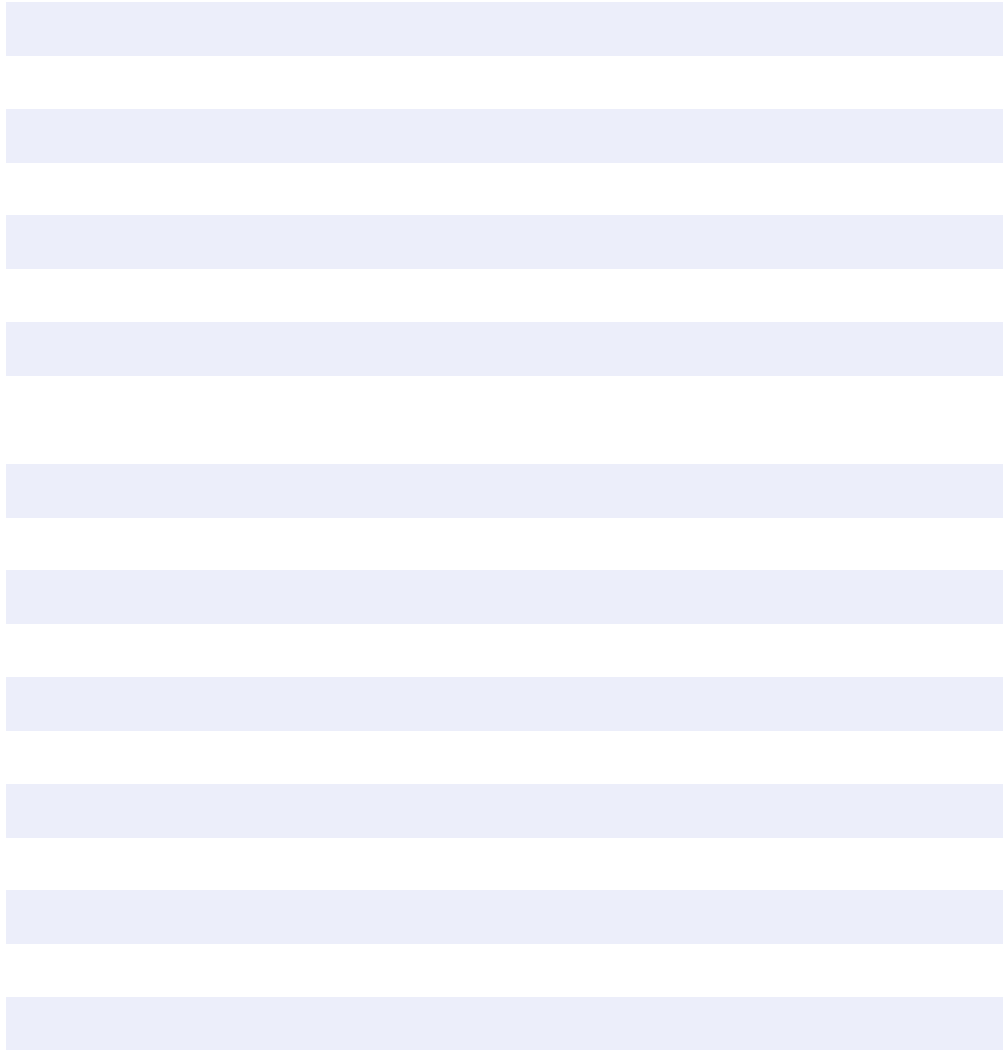
Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Citizens Financial Group, Inc.	NY	14619		N/A
Discover	CA	95949		N/A
Capital One	GA	30088		N/A
Citizens Financial Group, Inc.	RI	02908		N/A
SunTrust Banks, Inc.	GA	30144		N/A
Bank of America	AE	09470		N/A
PNC Bank N.A.	PA	15215		N/A
JPMorgan Chase & Co.	NJ	07621		N/A
Wells Fargo & Company	PA	19026	Older American, Servicemember	N/A
Wells Fargo & Company	GA	30310		N/A
Commerce Bank	MO	63130		N/A
Bank of America	CA	94014		N/A
Bank of the West	WA	98125		N/A
PNC Bank N.A.	AL	36877	Servicemember	N/A
PayPal Holdings, Inc.	IL	60640		N/A
BBVA Compass	TX	78225	Servicemember	N/A
Bank of America	WA	98168		N/A
Capital One	VA	22031		N/A
Bank of America	IL	60008		N/A
JPMorgan Chase & Co.	MD	20607		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	02/10/2014	Closed with explanation	Yes	No
Web	02/05/2014	Closed with explanation	Yes	No
Web	01/22/2014	Closed with explanation	Yes	Yes
Fax	03/06/2014	Closed with explanation	Yes	No
Web	02/21/2014	Closed with explanation	Yes	No
Referral	03/14/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	No
Web	02/21/2014	Closed with explanation	Yes	No
Phone	02/24/2014	Closed with explanation	Yes	No
Web	02/24/2014	Closed with explanation	Yes	No
Web	02/12/2014	Closed with explanation	Yes	No
Web	02/12/2014	Closed with non-monetary relief	Yes	No
Web	02/03/2014	Closed with monetary relief	Yes	No
Web	02/03/2014	Closed with explanation	Yes	No
Web	01/24/2014	Closed with explanation	Yes	No
Web	01/27/2014	Closed with explanation	Yes	Yes
Web	02/03/2014	Closed with explanation	Yes	No
Web	02/03/2014	Closed with monetary relief	Yes	No
Referral	02/18/2014	Closed with monetary relief	Yes	No
Referral	02/18/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

705557

698236

673825

705754

726107

698348

698351

726157

726188

726209

711950

711953

698472

698485

676313

673816

698511

698514

711988

711999

Bank Account or Service Complaints

Based on Consumer Complaints

01/20/2014	Bank account or service	Checking account
02/13/2014	Bank account or service	Checking account
02/07/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
01/29/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Other bank product/service
02/21/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Checking account
02/13/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Other bank product/service
02/18/2014	Bank account or service	Other bank product/service
02/13/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Other bank product/service
02/21/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Checking account
02/13/2014	Bank account or service	Other bank product/service
02/21/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	(CD) Certificate of deposit
02/21/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

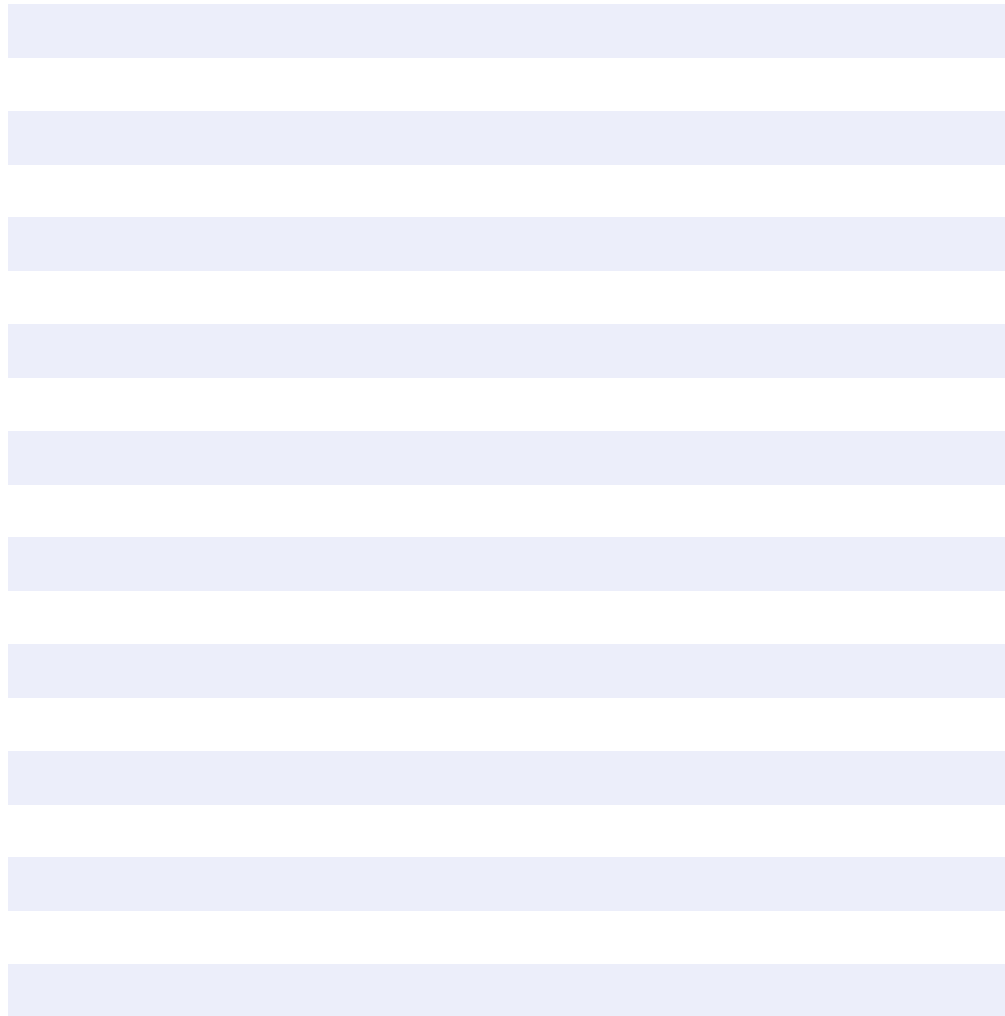
Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	GA	30101	N/A
Regions Financial Corporation	FL	33705	N/A
Fifth Third Financial Corporation	MI	48134	N/A
PNC Bank N.A.	AL	36108	N/A
Wells Fargo & Company	TX	78739	N/A
Zions Bancorporation	CO	81503	N/A
Resurgent Capital Services L.P.	TX	77302	N/A
JPMorgan Chase & Co.	SC	29206	N/A
Fifth Third Financial Corporation	KY	40206	N/A
Bank of America	GA	30121	N/A
M&T Bank Corporation	NY	11238	N/A
Bank of America	FL	33572	N/A
Commercial Credit Counseling Services Inc.	IN	46755	N/A
JPMorgan Chase & Co.	FL	33908	N/A
M&T Bank Corporation	MD	21114	N/A
Bank of America	GA	30047	N/A
HSBC North America Holdings Inc.	IL	60523	N/A
Regions Financial Corporation	AL	35242	N/A
JPMorgan Chase & Co.	CA	92022	N/A
JPMorgan Chase & Co.	OK	73942	N/A
Discover	FL	32720	N/A
JPMorgan Chase & Co.	FL	33313	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	01/20/2014	Closed with explanation	Yes	No
Referral	02/18/2014	Closed with explanation	Yes	No
Web	02/12/2014	Closed with explanation	Yes	No
Phone	02/07/2014	Closed	Yes	No
Phone	02/07/2014	Closed with monetary relief	Yes	No
Referral	02/25/2014	Closed with explanation	Yes	No
Postal mail	02/07/2014	Closed with explanation	Yes	No
Referral	02/25/2014	Closed with monetary relief	Yes	No
Referral	02/25/2014	Closed with explanation	Yes	No
Web	02/12/2014	Closed with explanation	Yes	No
Referral	02/25/2014	Closed with explanation	Yes	Yes
Web	02/21/2014	Closed with explanation	Yes	No
Referral	04/07/2014	Closed with explanation	No	
Web	02/12/2014	Closed with explanation	Yes	Yes
Referral	02/25/2014	Closed with explanation	Yes	No
Referral	02/19/2014	Closed with explanation	Yes	No
Referral	02/25/2014	Closed with explanation	Yes	No
Referral	02/26/2014	Closed	Yes	No
Web	02/12/2014	Closed with explanation	Yes	No
Referral	02/24/2014	Closed with explanation	Yes	No
Referral	02/26/2014	Closed with explanation	Yes	No
Referral	02/26/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

676355

712003

704131

698590

691139

724810

698595

724817

724820

712067

724821

726386

719014

712102

724842

699154

724846

724847

712139

726419

724848

724854

Bank Account or Service Complaints

Based on Consumer Complaints

02/04/2014	Bank account or service	Savings account
02/13/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
02/13/2014	Bank account or service	Checking account
02/13/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Checking account
02/13/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Checking account
02/13/2014	Bank account or service	Checking account
02/07/2014	Bank account or service	Savings account
02/18/2014	Bank account or service	Checking account
02/08/2014	Bank account or service	Checking account
02/08/2014	Bank account or service	Checking account
02/08/2014	Bank account or service	Checking account
02/22/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/22/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/22/2014	Bank account or service	Checking account
02/22/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	CA	90255		N/A
Zions Bancorporation	CA	90064		N/A
BBVA Compass	GA	30328		N/A
JPMorgan Chase & Co.	FL	32937		N/A
Bank of America	CA	94523		N/A
PNC Bank N.A.	PA	18661		N/A
Regions Financial Corporation	GA	30012		N/A
U.S. Bancorp	MO	63376		N/A
BB&T Financial	FL	33067		N/A
Synchrony Financial	MN	55109		N/A
Bank of America	CA	92307		N/A
Bank of America	CA	90065	Older American	N/A
Wells Fargo & Company	CA	94530		N/A
Citibank	CA	93065		N/A
TD Bank US Holding Company	GA	30005		N/A
Bank of America	NC	27537		N/A
Wells Fargo & Company	AK	99688		N/A
JPMorgan Chase & Co.	TX	78225	Servicemember	N/A
JPMorgan Chase & Co.	NJ	07646		N/A
BNY Mellon	OH	44039		N/A
Wells Fargo & Company	NY	10017		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	02/10/2014	Closed with explanation	Yes	No
Web	02/18/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with explanation	Yes	No
Referral	02/18/2014	Closed with explanation	Yes	No
Referral	02/18/2014	Closed with monetary relief	Yes	No
Referral	02/25/2014	Closed with non-monetary relief	Yes	No
Referral	02/18/2014	Closed	Yes	No
Web	02/21/2014	Closed with explanation	Yes	Yes
Referral	02/18/2014	Closed with explanation	Yes	Yes
Web	02/08/2014	Closed with explanation	Yes	No
Phone	02/19/2014	Closed with explanation	Yes	No
Web	02/07/2014	Closed with explanation	Yes	No
Web	02/07/2014	Closed with explanation	Yes	No
Web	02/07/2014	Closed with non-monetary relief	Yes	No
Web	02/22/2014	Closed with explanation	Yes	Yes
Web	02/18/2014	Closed with monetary relief	Yes	No
Fax	02/24/2014	Closed with explanation	Yes	Yes
Web	02/26/2014	Closed with explanation	Yes	No
Web	02/19/2014	Closed with explanation	Yes	No
Web	02/25/2014	Closed with monetary relief	Yes	No
Web	02/27/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

705828

712172

699751

712317

712303

724880

712512

726488

712385

704361

719196

704503

704531

704562

726728

720206

726753

719987

720235

726781

726822

Bank Account or Service Complaints

Based on Consumer Complaints

02/19/2014	Bank account or service	Other bank product/service
02/19/2014	Bank account or service	Cashing a check without an account
02/22/2014	Bank account or service	Checking account
02/23/2014	Bank account or service	Checking account
02/23/2014	Bank account or service	Checking account
02/23/2014	Bank account or service	Checking account
02/23/2014	Bank account or service	Checking account
02/23/2014	Bank account or service	(CD) Certificate of deposit
02/24/2014	Bank account or service	Checking account
02/24/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	(CD) Certificate of deposit
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Other bank product/service
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/08/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

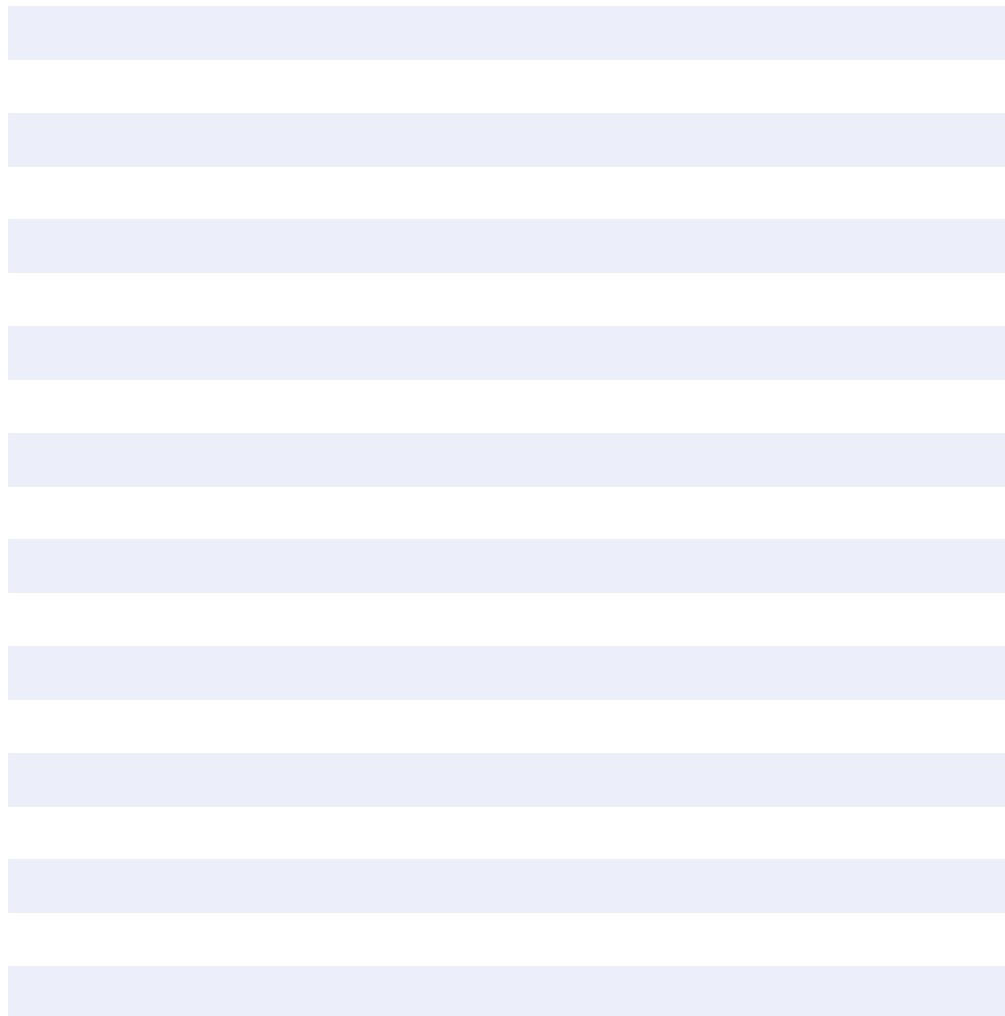
Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

PayPal Holdings, Inc.				N/A
Wells Fargo & Company	NJ	08226		N/A
Bank of America	TX	78240		N/A
Wells Fargo & Company	SC	29620		N/A
Whitney Bank	MS	39563	Older American	N/A
Whitney Bank	LA	70769		N/A
Citibank	CA	90037	Older American	N/A
Wells Fargo & Company	IN	47712	Older American	N/A
Wells Fargo & Company	AL	36117		N/A
PayPal Holdings, Inc.	VA	22015		N/A
JPMorgan Chase & Co.	CA	94303		N/A
TD Bank US Holding Company	FL	33579		N/A
Bank of America	FL	33165		N/A
Wells Fargo & Company	CA	90028		N/A
Capital One	NY	11703		N/A
TD Bank US Holding Company	NY	11590		N/A
Union Bank	OR	97233		N/A
SunTrust Banks, Inc.	VA	23602		N/A
HSBC North America Holdings Inc.	NY	11432		N/A
Bank of America	IL	60636		N/A
U.S. Bancorp	UT	84118		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	02/19/2014	Closed with monetary relief	Yes	No
Web	02/20/2014	Closed with explanation	Yes	No
Web	02/22/2014	Closed with monetary relief	Yes	No
Web	02/22/2014	Closed with monetary relief	Yes	No
Web	02/27/2014	Closed with explanation	Yes	No
Web	02/23/2014	Closed with explanation	Yes	No
Web	02/23/2014	Closed with monetary relief	Yes	No
Web	02/23/2014	Closed with explanation	Yes	Yes
Referral	02/26/2014	Closed with monetary relief	Yes	Yes
Web	02/24/2014	Closed with monetary relief	Yes	No
Referral	02/20/2014	Closed with non-monetary relief	Yes	No
Referral	02/20/2014	Closed with explanation	Yes	No
Referral	02/20/2014	Closed with explanation	Yes	No
Referral	02/21/2014	Closed with non-monetary relief	Yes	No
Referral	02/21/2014	Closed with monetary relief	Yes	No
Referral	02/21/2014	Closed with monetary relief	Yes	No
Referral	02/21/2014	Closed with explanation	Yes	No
Referral	02/21/2014	Closed with monetary relief	Yes	No
Phone	02/20/2014	Closed with explanation	Yes	Yes
Web	02/08/2014	Closed with non-monetary relief	Yes	No
Web	02/27/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

720294

720334

727588

726909

726934

724974

727017

724787

727922

727664

720760

720701

721579

722592

722602

722617

722039

721548

720582

704582

719882

Bank Account or Service Complaints

Based on Consumer Complaints

02/08/2014	Bank account or service	Checking account
02/08/2014	Bank account or service	Checking account
02/08/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
02/08/2014	Bank account or service	Checking account
01/29/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
02/09/2014	Bank account or service	Savings account
02/09/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
01/29/2014	Bank account or service	Checking account
01/29/2014	Bank account or service	Other bank product/service
01/29/2014	Bank account or service	Other bank product/service
01/24/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
01/29/2014	Bank account or service	Checking account
02/13/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Regions Financial Corporation	LA	70122	Older American	N/A
TD Bank US Holding Company	PA	19061		N/A
Citizens Financial Group, Inc.	MI	48304	Older American	N/A
TD Bank US Holding Company	FL	33404		N/A
Regions Financial Corporation	FL	32225		N/A
Citibank	NY	11024		N/A
Citizens Financial Group, Inc.	VT	05301		N/A
Citizens Financial Group, Inc.	RI	02895		N/A
Wells Fargo & Company	AL	36703		N/A
BOK Financial Corp	OK	73025		N/A
Wells Fargo & Company	DE	19977		N/A
JPMorgan Chase & Co.	FL	33647		N/A
Banco Popular de Puerto Rico	FL	33027		N/A
U.S. Bancorp	CO	80504		N/A
Citibank	MI	48197		N/A
Bank of America	CA	90037		N/A
Wells Fargo & Company	GA	30152		N/A
Wells Fargo & Company	OK	73099		N/A
HSBC North America Holdings Inc.	NY	10803		N/A
Santander Bank US	MA	01863		N/A
M&T Bank Corporation	MD	21117		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	02/08/2014	Closed with monetary relief	Yes	No
Web	02/08/2014	Closed with monetary relief	Yes	No
Web	02/09/2014	Closed with monetary relief	Yes	No
Phone	02/03/2014	Closed with monetary relief	Yes	Yes
Phone	02/03/2014	Closed with explanation	Yes	No
Web	02/08/2014	Closed with explanation	Yes	Yes
Web	01/29/2014	Closed with monetary relief	Yes	Yes
Web	01/31/2014	Closed with monetary relief	Yes	No
Web	02/09/2014	Closed with explanation	Yes	No
Web	02/09/2014	Closed with monetary relief	Yes	No
Referral	02/03/2014	Closed with monetary relief	Yes	No
Referral	02/03/2014	Closed with explanation	Yes	Yes
Referral	02/04/2014	Closed with monetary relief	Yes	No
Web	01/29/2014	Closed with monetary relief	Yes	No
Web	01/29/2014	Closed with explanation	Yes	No
Web	01/29/2014	Closed with non-monetary relief	Yes	No
Referral	02/03/2014	Closed with non-monetary relief	Yes	No
Web	02/19/2014	Closed with explanation	Yes	No
Web	01/31/2014	Closed with explanation	Yes	No
Web	02/13/2014	Closed	Yes	Yes
Referral	02/20/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

704585

704588

704665

684663

683490

705564

691184

684811

704867

705634

685474

685427

683424

691273

691304

691308

683439

721152

691334

712894

722409

Bank Account or Service Complaints

Based on Consumer Complaints

01/24/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/09/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	(CD) Certificate of deposit
02/10/2014	Bank account or service	(CD) Certificate of deposit
02/19/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
02/10/2014	Bank account or service	Other bank product/service
02/10/2014	Bank account or service	Other bank product/service
02/10/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	(CD) Certificate of deposit
02/10/2014	Bank account or service	Other bank product/service
02/10/2014	Bank account or service	Checking account
02/10/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
02/10/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
02/10/2014	Bank account or service	Savings account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

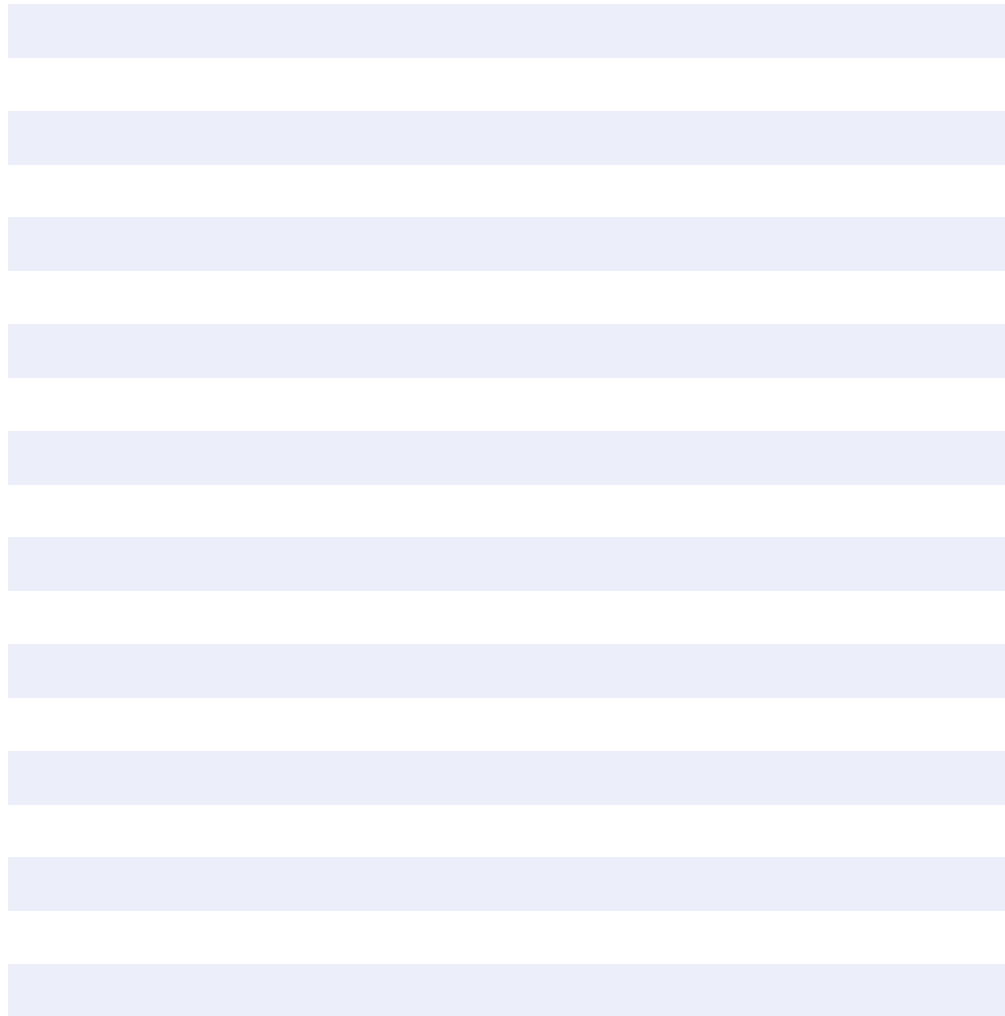
Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

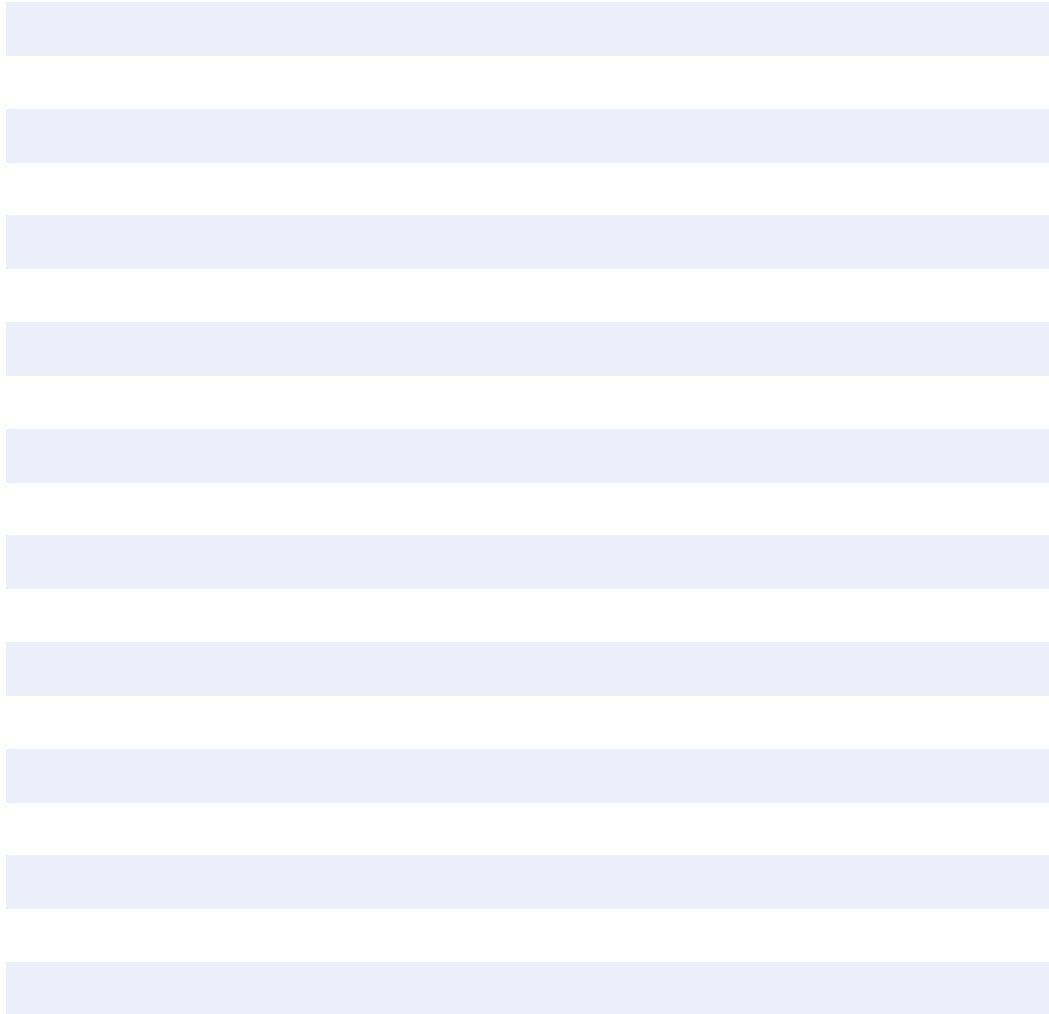
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Citibank	FL	33131		N/A
Fifth Third Financial Corporation	MI	48226		N/A
Bank of America	CA	90250		N/A
JPMorgan Chase & Co.	NY	11967		N/A
HSBC North America Holdings Inc.	NY	11742		N/A
Bank of Hawaii	HI	96782		N/A
Bank of the West	OR	97232		N/A
SunTrust Banks, Inc.	LA	71423		N/A
Synchrony Financial	TX	78727		N/A
Wells Fargo & Company	CA	93033		N/A
U.S. Bancorp	CA	92629		N/A
SunTrust Banks, Inc.	FL	32157		N/A
SunTrust Banks, Inc.	MD	20871		N/A
PNC Bank N.A.	CA	92869		N/A
Capital One	CA	94565		N/A
Washington Federal	NM	88101		N/A
Wells Fargo & Company	CA	94506		N/A
Whitney Bank	LA	70001		N/A
USAA Savings	GA	30067		N/A
BB&T Financial	PA	17202	Older American	N/A
Bank of America	PA	15068		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	01/24/2014	Closed with non-monetary relief	Yes	No
Referral	02/21/2014	Closed with monetary relief	Yes	No
Referral	02/25/2014	Closed with explanation	Yes	No
Web	02/09/2014	Closed with explanation	Yes	Yes
Web	01/29/2014	Closed with monetary relief	Yes	No
Phone	02/21/2014	Closed with explanation	Yes	No
Postal mail	02/07/2014	Closed with explanation	Yes	Yes
Web	02/09/2014	Closed with explanation	Yes	No
Web	03/04/2014	Closed with monetary relief	Yes	No
Web	01/25/2014	Closed with explanation	Yes	Yes
Referral	02/11/2014	Closed with explanation	Yes	No
Referral	02/14/2014	Closed with explanation	Yes	No
Referral	02/11/2014	Closed with explanation	Yes	No
Web	02/19/2014	Closed	Yes	No
Postal mail	02/11/2014	Closed with explanation	Yes	No
Referral	03/03/2014	Closed with explanation	Yes	No
Referral	02/11/2014	Closed with explanation	Yes	Yes
Web	01/30/2014	Closed with explanation	Yes	No
Referral	02/11/2014	Closed with explanation	Yes	No
Web	01/30/2014	Closed with explanation	Yes	No
Referral	02/11/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

684925

722967

719937

705934

692009

721664

693364

705992

721297

683366

706998

708109

708152

721424

707752

706859

706953

693955

706847

693349

707042

Bank Account or Service Complaints

Based on Consumer Complaints

02/19/2014	Bank account or service	Checking account
01/24/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/19/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Other bank product/service
02/19/2014	Bank account or service	Other bank product/service
02/04/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Other bank product/service
03/01/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Other bank product/service
02/13/2014	Bank account or service	Checking account
02/13/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
01/25/2014	Bank account or service	Checking account
01/25/2014	Bank account or service	Checking account
01/25/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

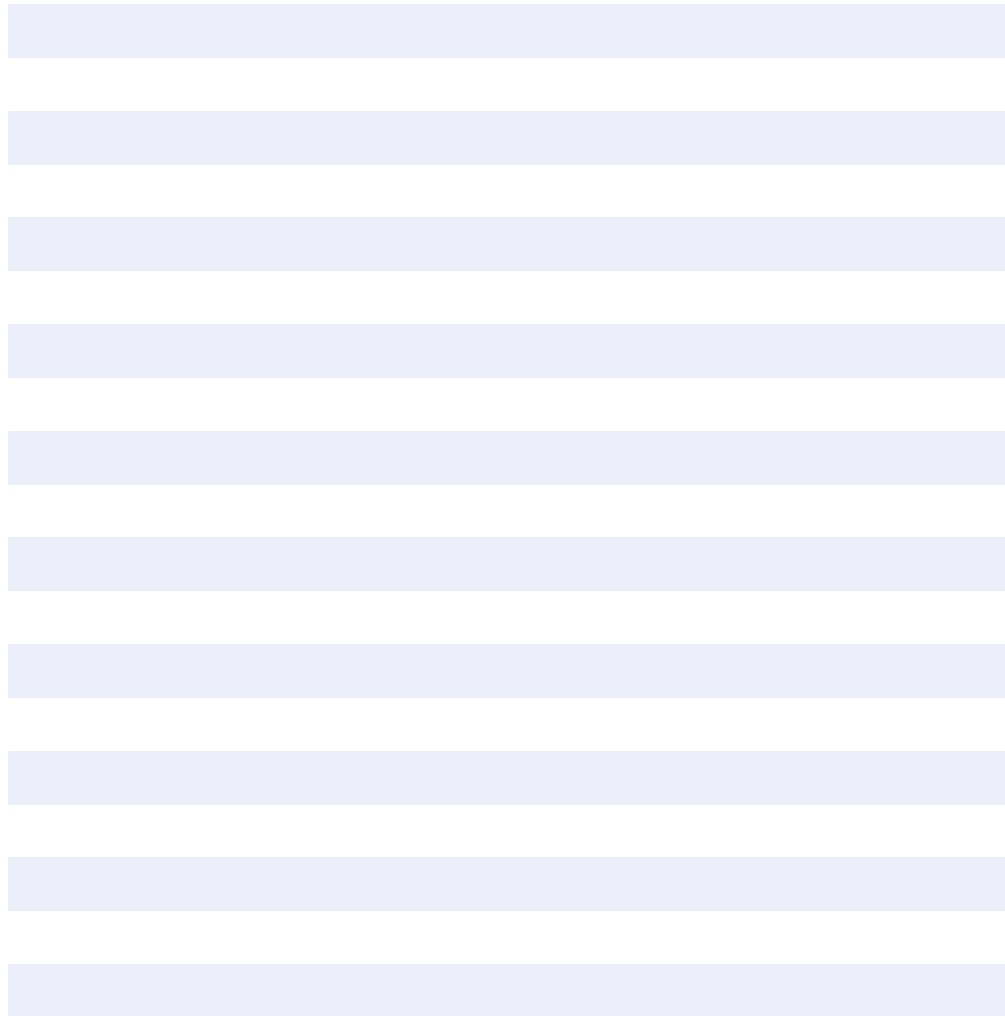
Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	VA	24141	Older American	N/A
Bank of America	CA	91767		N/A
PNC Bank N.A.	AL	36601		N/A
U.S. Bancorp	CA	95207		N/A
PNC Bank N.A.	FL	32413		N/A
Citizens Financial Group, Inc.	MA	02703		N/A
Bank of America	CA	92024		N/A
TD Bank US Holding Company	NJ	08319		N/A
Wells Fargo & Company	PA	19150		N/A
Wells Fargo & Company	NV	89502		N/A
PNC Bank N.A.	PA	17111		N/A
CoreLogic	AZ	86351		N/A
JPMorgan Chase & Co.	NY	10016		N/A
TD Bank US Holding Company	NJ	08053		N/A
Mercedes-Benz Financial Services	AZ	86351		N/A
Citizens Financial Group, Inc.	IL	60098		N/A
Wells Fargo & Company	AL	36310		N/A
JPMorgan Chase & Co.	KS	66030		N/A
JPMorgan Chase & Co.	TX	78611		N/A
U.S. Bancorp	OR	97045		N/A
Citizens Financial Group, Inc.	IL	60641	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	02/20/2014	Closed with explanation	Yes	No
Referral	02/04/2014	Closed with explanation	Yes	No
Phone	02/20/2014	Closed with explanation	Yes	No
Referral	02/21/2014	Closed with explanation	Yes	No
Referral	02/21/2014	Closed with explanation	Yes	No
Web	02/04/2014	Closed with explanation	Yes	No
Referral	02/21/2014	Closed with explanation	Yes	No
Web	02/04/2014	Closed with monetary relief	Yes	No
Web	01/30/2014	Closed with non-monetary relief	Yes	No
Web	02/04/2014	Closed	Yes	No
Postal mail	02/07/2014	Closed	Yes	No
Postal mail	02/07/2014	Closed with explanation	Yes	Yes
Fax	03/04/2014	Closed with explanation	Yes	No
Phone	02/07/2014	Closed with non-monetary relief	Yes	No
Postal mail	02/07/2014	Closed with explanation	Yes	Yes
Referral	02/19/2014	Closed with monetary relief	Yes	No
Referral	02/19/2014	Closed with explanation	Yes	Yes
Web	02/06/2014	Closed with monetary relief	Yes	No
Referral	02/04/2014	Closed with monetary relief	Yes	No
Referral	02/04/2014	Closed with explanation	Yes	No
Referral	02/04/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

721514

683450

721534

719970

719972

698901

719974

698919

692303

698938

693504

693477

738557

692340

693478

713444

713450

698998

685490

685493

685494

Bank Account or Service Complaints

Based on Consumer Complaints

02/13/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	(CD) Certificate of deposit
02/20/2014	Bank account or service	Checking account
02/27/2014	Bank account or service	Checking account
02/20/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	Checking account
01/25/2014	Bank account or service	Other bank product/service
02/14/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Savings account
01/25/2014	Bank account or service	Checking account
02/20/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	Other bank product/service
02/10/2014	Bank account or service	Checking account
02/24/2014	Bank account or service	Savings account
01/25/2014	Bank account or service	(CD) Certificate of deposit
01/30/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
02/27/2014	Bank account or service	Checking account
02/24/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

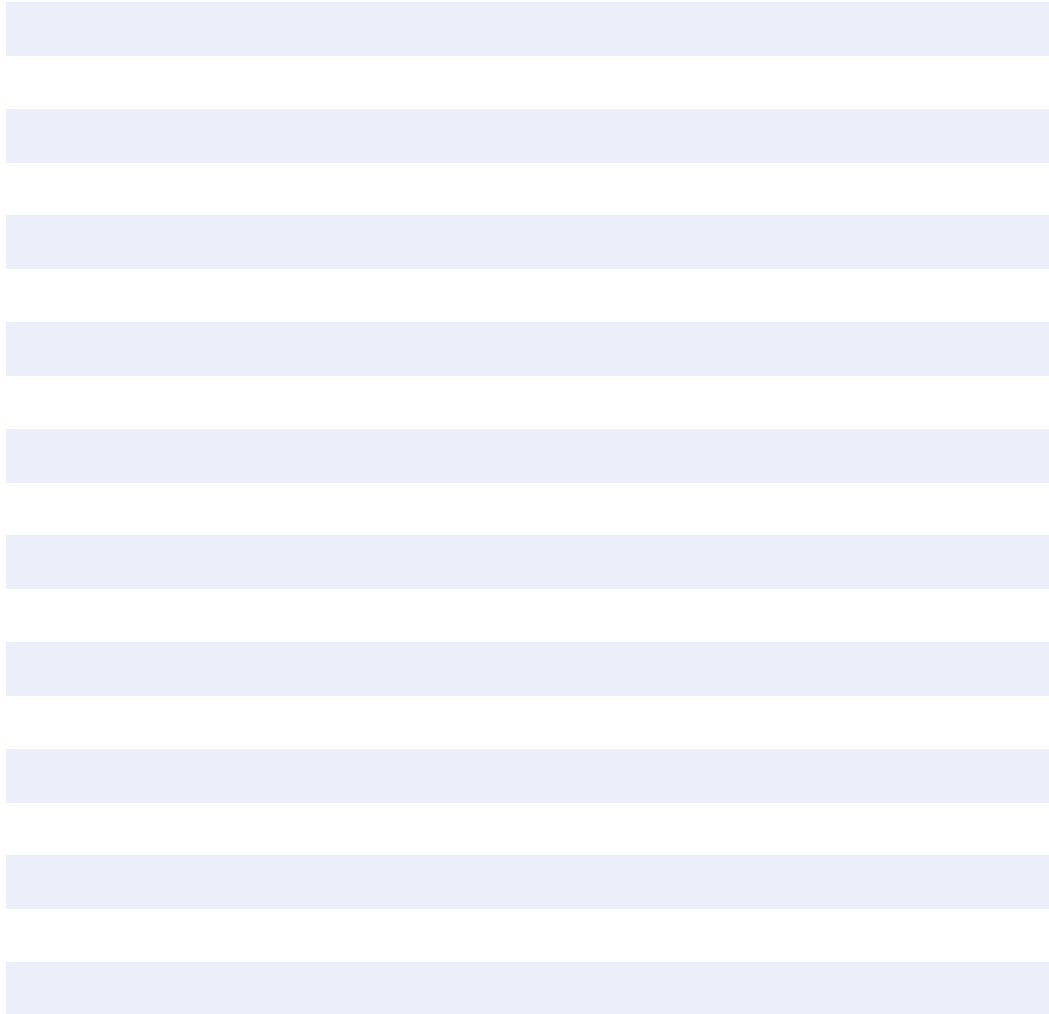
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	WA	98576		N/A
Santander Bank US	MA	02170	Older American	N/A
Bank of America	AZ	85142		N/A
U.S. Bancorp	MN	55075		N/A
Wells Fargo & Company	CA	92679		N/A
USAA Savings	VT	05030		N/A
Citibank	MA	01083		N/A
Citizens Financial Group, Inc.	NJ	08060		N/A
JPMorgan Chase & Co.	MI	49507		N/A
U.S. Bancorp	WI	53178		N/A
Wells Fargo & Company	CA	93001	Older American	N/A
Receivables Management Corporation	TX	76116		N/A
TD Bank US Holding Company	DE	19734		N/A
Wells Fargo & Company	NY	11378		N/A
Bank of America	NH	03865		N/A
Zions Bancorporation	NV	89048		N/A
HSBC North America Holdings Inc.	NY	10010		N/A
U.S. Bancorp	TN	37042		N/A
Wells Fargo & Company	TX	75034		N/A
Wells Fargo & Company	KY	41018		N/A
Wells Fargo & Company	NJ	07738		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	02/21/2014	Closed with explanation	Yes	No
Web	02/04/2014	Closed	Yes	No
Web	02/19/2014	Closed with non-monetary relief	Yes	Yes
Web	02/27/2014	Closed with monetary relief	Yes	No
Web	02/19/2014	Closed with explanation	Yes	No
Referral	02/19/2014	Closed with monetary relief	Yes	No
Web	01/24/2014	Closed with explanation	Yes	No
Referral	02/19/2014	Closed with explanation	Yes	No
Phone	02/08/2014	Closed with explanation	Yes	Yes
Web	01/24/2014	Closed with monetary relief	Yes	Yes
Web	02/19/2014	Closed with explanation	Yes	No
Postal mail	03/03/2014	Closed with explanation	Yes	No
Phone	02/11/2014	Closed with monetary relief	Yes	No
Referral	02/25/2014	Closed with explanation	Yes	No
Web	01/25/2014	Closed with explanation	Yes	No
Referral	02/09/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with explanation	Yes	No
Web	02/27/2014	Closed with explanation	Yes	No
Web	02/24/2014	Closed with explanation	Yes	No
Referral	02/06/2014	Closed with explanation	Yes	No
Referral	02/05/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

713561

699830

722460

735380

722496

714470

685581

715888

693400

685611

722535

716664

706347

732144

685667

693973

699217

735599

728543

693412

693422

Bank Account or Service Complaints

Based on Consumer Complaints

02/10/2014	Bank account or service	Checking account
01/26/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Other bank product/service
01/30/2014	Bank account or service	Checking account
01/26/2014	Bank account or service	(CD) Certificate of deposit
02/24/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
02/24/2014	Bank account or service	Checking account
01/26/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
01/27/2014	Bank account or service	Checking account
02/10/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	(CD) Certificate of deposit
01/27/2014	Bank account or service	Other bank product/service
02/10/2014	Bank account or service	Other bank product/service
02/24/2014	Bank account or service	Other bank product/service
02/14/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	Checking account
01/27/2014	Bank account or service	Checking account
02/24/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

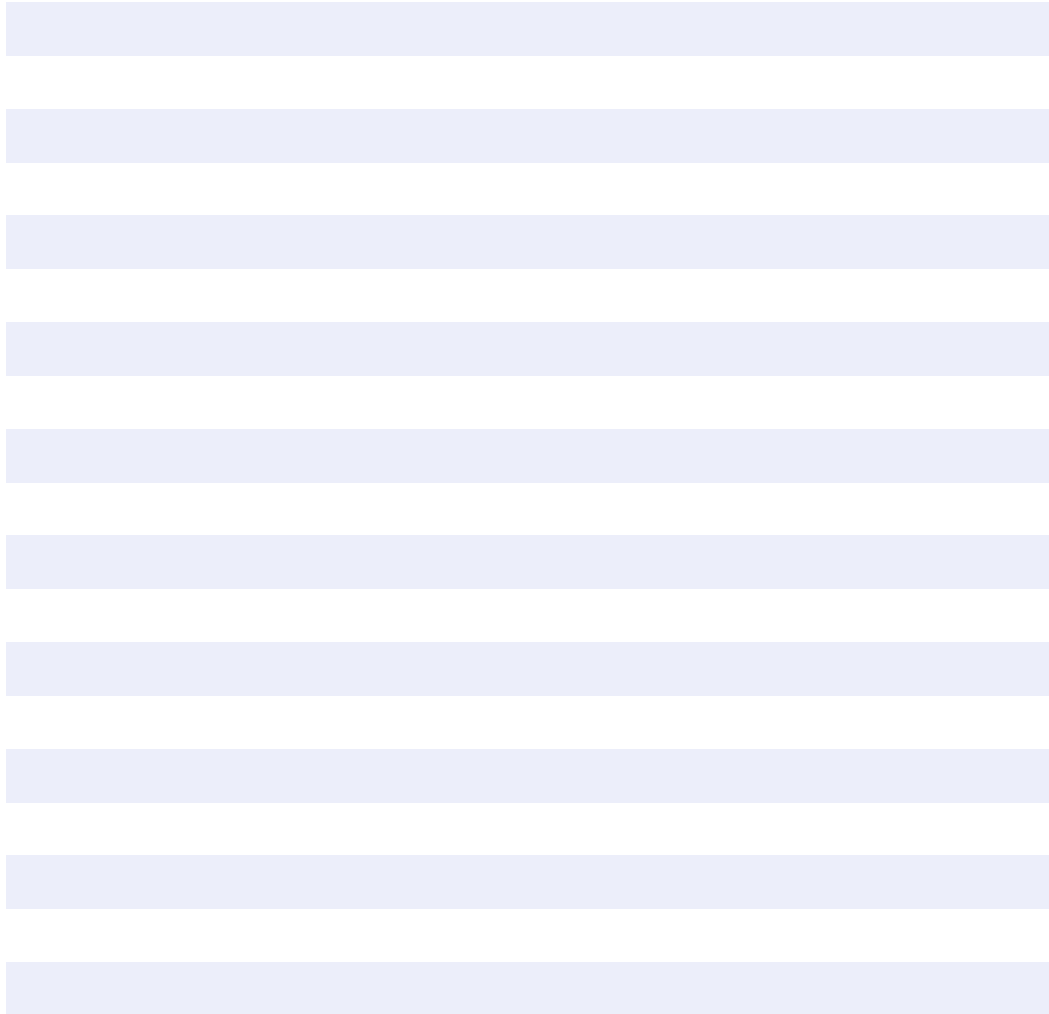
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	IL	60440		N/A
JPMorgan Chase & Co.	CA	91107		N/A
JPMorgan Chase & Co.	FL	33138		N/A
Bank of America	MO	64850		N/A
Bank of America	AL	35022		N/A
USAA Savings	GA	30044	Servicemember	N/A
SunTrust Banks, Inc.	GA	30501		N/A
Bank of America	MD	21042		N/A
Bank of America	MD	21047	Older American	N/A
Union Bank	CA	92807		N/A
Bank of America	MD	20743		N/A
Investors Bank	NJ	08109		N/A
Barclays PLC	FL	34292	Older American	N/A
Sterling Infosystems, Inc.	VA	23505		N/A
USAA Savings	TX	75051		N/A
U.S. Bancorp	MN	55125	Older American	N/A
PNC Bank N.A.				N/A
Capital One	MD	21795		N/A
BB&T Financial	FL	33176		N/A
JPMorgan Chase & Co.	AZ	85016		N/A
Citibank	NY	11426		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	02/10/2014	Closed with explanation	Yes	No
Web	01/30/2014	Closed with explanation	Yes	No
Phone	02/07/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with monetary relief	Yes	Yes
Web	01/26/2014	Closed with explanation	Yes	No
Phone	02/25/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	Yes
Web	02/24/2014	Closed with explanation	Yes	Yes
Web	01/26/2014	Closed with explanation	Yes	No
Referral	02/07/2014	Closed with explanation	Yes	Yes
Web	01/26/2014	Closed with monetary relief	Yes	No
Web	02/11/2014	Closed with explanation	Yes	Yes
Phone	02/20/2014	Closed with explanation	Yes	No
Web	02/10/2014	Closed with explanation	Yes	Yes
Web	02/13/2014	Closed with explanation	Yes	Yes
Phone	02/25/2014	Closed with explanation	Yes	No
Postal mail	02/19/2014	Closed with explanation	Yes	No
Web	02/04/2014	Closed with explanation	Yes	Yes
Referral	02/19/2014	Closed with explanation	Yes	No
Referral	02/05/2014	Closed with explanation	Yes	No
Fax	02/25/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

706512

685862

692728

693430

685895

727807

693438

727666

685932

693446

686544

707452

714753

686021

707386

728722

714805

699515

715751

687861

727731

Bank Account or Service Complaints

Based on Consumer Complaints

02/04/2014	Bank account or service	Checking account
01/27/2014	Bank account or service	Other bank product/service
02/04/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
02/27/2014	Bank account or service	Checking account
02/27/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
02/04/2014	Bank account or service	Checking account
01/30/2014	Bank account or service	Checking account
02/24/2014	Bank account or service	Checking account
02/24/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	Other bank product/service
01/27/2014	Bank account or service	(CD) Certificate of deposit
02/05/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	(CD) Certificate of deposit
01/30/2014	Bank account or service	Checking account
02/10/2014	Bank account or service	Checking account
02/10/2014	Bank account or service	Savings account
02/24/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

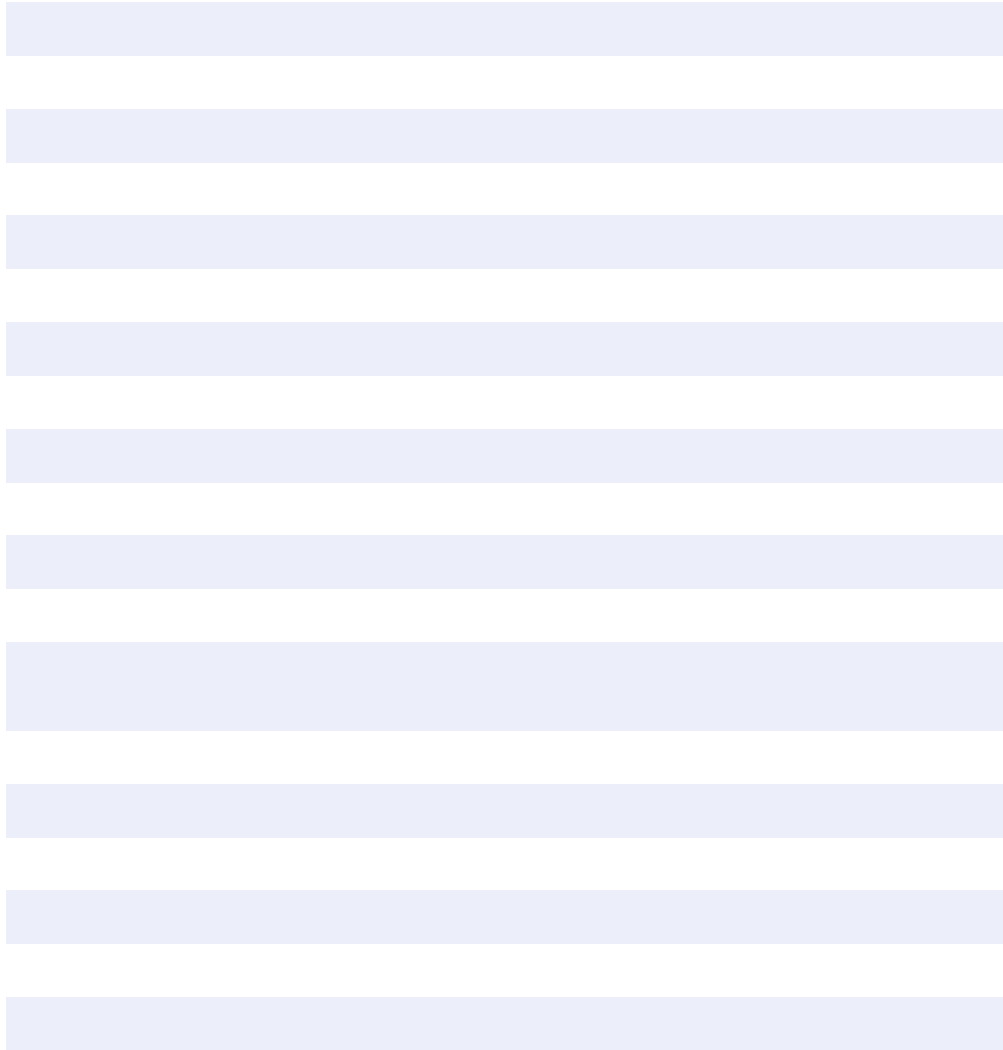
Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

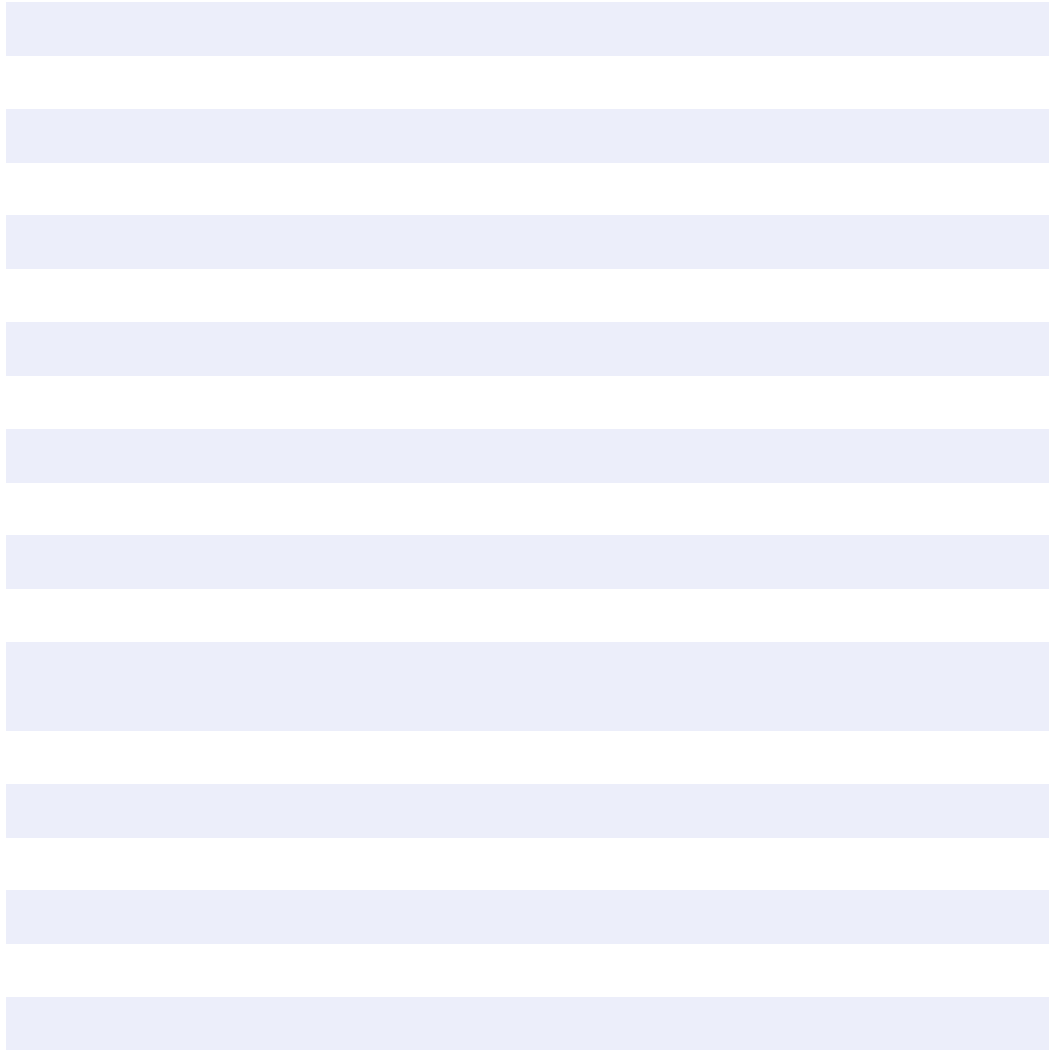
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Regions Financial Corporation	FL	32801		N/A
Wells Fargo & Company	NY	10009		N/A
JPMorgan Chase & Co.	AZ	85338		N/A
JPMorgan Chase & Co.	FL	33073		N/A
Bank of America	CA	94533		N/A
The Huntington National Bank	MI	48234		N/A
Capital One	CA	92656		N/A
Bank of America	MI	48357	Older American	N/A
Wells Fargo & Company	AZ	85118		N/A
Bank of America	FL	32175		N/A
JPMorgan Chase & Co.	FL	32733		N/A
PNC Bank N.A.	MD	21701	Older American	N/A
Bank of America	CA	90057		N/A
JPMorgan Chase & Co.	KY	40214	Older American, Servicemember	N/A
Wells Fargo & Company	GA	30549		N/A
Santander Bank US	MA	01752		N/A
Wells Fargo & Company	GA	30004		N/A
Wells Fargo & Company	OK	74112	Older American	N/A
Bank of America	OR	97116		N/A
Bank of America	NY	10467		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	02/10/2014	Closed with monetary relief	Yes	No
Web	01/27/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	No
Referral	02/11/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with non-monetary relief	Yes	No
Referral	03/05/2014	Closed with explanation	Yes	No
Referral	03/05/2014	Closed with explanation	Yes	No
Phone	02/07/2014	Closed with explanation	Yes	Yes
Web	02/04/2014	Closed with explanation	Yes	No
Web	01/30/2014	Closed with monetary relief	Yes	No
Web	02/27/2014	Closed with explanation	Yes	No
Web	02/25/2014	Closed with monetary relief	Yes	No
Referral	02/21/2014	Closed with explanation	Yes	No
Phone	02/05/2014	Closed with monetary relief	Yes	No
Web	02/04/2014	Closed with explanation	Yes	No
Referral	02/19/2014	Closed with explanation	Yes	No
Referral	02/10/2014	Closed with explanation	Yes	No
Postal mail	02/11/2014	Closed with explanation	Yes	No
Web	02/10/2014	Closed with monetary relief	Yes	No
Phone	02/25/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

699768

686696

699773

699774

699778

734287

734290

693018

710335

693785

728866

727842

715839

686786

710338

714978

693452

706963

706969

728963

Bank Account or Service Complaints

Based on Consumer Complaints

01/30/2014	Bank account or service	Other bank product/service
02/05/2014	Bank account or service	Other bank product/service
02/24/2014	Bank account or service	Other bank product/service
02/24/2014	Bank account or service	Other bank product/service
01/30/2014	Bank account or service	(CD) Certificate of deposit
02/24/2014	Bank account or service	Other bank product/service
02/28/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	Checking account
03/20/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	Checking account
02/25/2014	Bank account or service	Checking account
02/05/2014	Bank account or service	Checking account
02/25/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	Checking account
02/25/2014	Bank account or service	Other bank product/service
02/28/2014	Bank account or service	Checking account
02/05/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	(CD) Certificate of deposit
02/14/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Using a debit or ATM card

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

PayPal Holdings, Inc.	IL	60659		N/A
JPMorgan Chase & Co.	IN	46403		N/A
JPMorgan Chase & Co.	IL	60025		N/A
SunTrust Banks, Inc.	GA	30009		N/A
Santander Bank US	MA	02460		N/A
OneMain Financial Holdings, LLC	CA	90038		N/A
Bank of America				N/A
BB&T Financial	AL	35211		N/A
Wells Fargo & Company	CA	90069	Older American	N/A
Wells Fargo & Company	FL	32303		N/A
Citibank	CA	94080		N/A
Wells Fargo & Company	NC	28328		N/A
Amex	AZ	85296		N/A
Bank of the West	NE	68122		N/A
ATG Credit, LLC	AL	36582		N/A
Fidelity National Information Services, Inc. (FNIS)	TX	77089		N/A
Bank of America	MI	48626		N/A
JPMorgan Chase & Co.	GA	30259		N/A
Bank of America	TX	77021		N/A
Synovus Bank	FL	34677		N/A
TD Bank US Holding Company	MA	01603	Older American	N/A
Bank of America	MD	20910		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	01/31/2014	Closed with monetary relief	Yes	No
Web	02/04/2014	Closed with explanation	Yes	No
Referral	02/26/2014	Closed with explanation	Yes	Yes
Referral	03/06/2014	Closed with explanation	Yes	Yes
Postal mail	02/05/2014	Closed	Yes	Yes
Postal mail	02/25/2014	Closed with explanation	Yes	No
Referral	03/05/2014	Closed with explanation	Yes	No
Referral	03/04/2014	Closed with explanation	Yes	No
Web	04/03/2014	Closed with explanation	Yes	Yes
Fax	03/04/2014	Closed with monetary relief	Yes	Yes
Web	02/25/2014	Closed with monetary relief	Yes	No
Referral	02/07/2014	Closed with monetary relief	Yes	Yes
Web	02/25/2014	Closed with monetary relief	Yes	No
Web	03/05/2014	Closed with explanation	Yes	Yes
Web	03/01/2014	Closed	Yes	No
Web	02/28/2014	Closed with explanation	Yes	No
Web	02/05/2014	Closed with monetary relief	Yes	No
Web	02/28/2014	Closed with explanation	Yes	No
Web	02/28/2014	Closed with explanation	Yes	No
Web	03/01/2014	Closed with explanation	Yes	Yes
Referral	02/19/2014	Closed with explanation	Yes	No
Web	02/14/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

693466

702608

727763

727769

693459

728698

738214

738121

769822

736791

730203

702849

730206

736687

730281

736770

700433

737813

737898

739037

715077

714184

Bank Account or Service Complaints

Based on Consumer Complaints

02/14/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	Other bank product/service
02/20/2014	Bank account or service	Other bank product/service
02/20/2014	Bank account or service	(CD) Certificate of deposit
02/20/2014	Bank account or service	Checking account
02/20/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	Checking account
02/14/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	(CD) Certificate of deposit
02/20/2014	Bank account or service	Checking account
02/20/2014	Bank account or service	Checking account
02/15/2014	Bank account or service	Other bank product/service
02/25/2014	Bank account or service	Other bank product/service
02/20/2014	Bank account or service	Savings account
02/28/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	Checking account
02/15/2014	Bank account or service	Checking account
02/25/2014	Bank account or service	Checking account
02/20/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card

Problems caused by my funds being low

Deposits and withdrawals

Making/receiving payments, sending money

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	FL	32225		N/A
Regions Financial Corporation	TN	37604		N/A
Wells Fargo & Company	TX	78250		N/A
Bank of America				N/A
Citizens Financial Group, Inc.	MA	02459		N/A
JPMorgan Chase & Co.	NY	11204	Older American	N/A
Wells Fargo & Company	NJ	07114		N/A
JPMorgan Chase & Co.	OH	44667		N/A
Wells Fargo & Company	VA	23185	Older American	N/A
JPMorgan Chase & Co.	OR	97213	Older American	N/A
Capital One	NY	11693		N/A
JPMorgan Chase & Co.	CA	91411		N/A
JPMorgan Chase & Co.	AZ	85020		N/A
PayPal Holdings, Inc.	AL	36535		N/A
Grant & Weber	CA	90038		N/A
Capital One	LA	70122		N/A
U.S. Bancorp	IL	62095		N/A
Wells Fargo & Company	VA	24016		N/A
Citizens Financial Group, Inc.	PA	17103		N/A
SunTrust Banks, Inc.	HI	96797	Servicemember	N/A
U.S. Bancorp	WA	98198		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	02/19/2014	Closed with explanation	Yes	No
Referral	02/19/2014	Closed with explanation	Yes	No
Web	02/14/2014	Closed with explanation	No	No
Referral	02/25/2014	Closed with explanation	Yes	No
Web	02/20/2014	Closed with monetary relief	Yes	No
Web	02/26/2014	Closed with non-monetary relief	Yes	Yes
Phone	02/21/2014	Closed with explanation	Yes	No
Referral	02/24/2014	Closed with explanation	Yes	No
Phone	02/19/2014	Closed with explanation	Yes	No
Web	02/14/2014	Closed with monetary relief	Yes	No
Fax	03/04/2014	Closed with non-monetary relief	Yes	No
Web	02/20/2014	Closed with explanation	Yes	No
Web	02/28/2014	Closed with explanation	Yes	No
Web	02/15/2014	Closed with explanation	Yes	No
Postal mail	02/26/2014	Closed with explanation	Yes	No
Referral	02/24/2014	Closed with explanation	Yes	No
Referral	03/04/2014	Closed with explanation	Yes	No
Referral	03/04/2014	Closed with non-monetary relief	Yes	No
Web	02/15/2014	Closed with explanation	Yes	No
Web	02/25/2014	Closed with explanation	Yes	No
Referral	02/24/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

715144

715147

715217

715273

722923

722219

723158

722307

715649

715709

738034

722128

723441

715900

730503

722317

738714

738696

715984

729737

722329

Bank Account or Service Complaints

Based on Consumer Complaints

02/28/2014	Bank account or service	Other bank product/service
02/20/2014	Bank account or service	Savings account
02/15/2014	Bank account or service	Other bank product/service
02/20/2014	Bank account or service	Checking account
02/20/2014	Bank account or service	Checking account
02/25/2014	Bank account or service	Other bank product/service
02/28/2014	Bank account or service	Checking account
03/05/2014	Bank account or service	Savings account
02/28/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	Checking account
02/28/2014	Bank account or service	Checking account
03/05/2014	Bank account or service	Savings account
02/25/2014	Bank account or service	Checking account
02/25/2014	Bank account or service	Other bank product/service
02/25/2014	Bank account or service	Savings account
03/06/2014	Bank account or service	Checking account
02/25/2014	Bank account or service	Savings account
02/20/2014	Bank account or service	Other bank product/service
03/11/2014	Bank account or service	Other bank product/service
02/21/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

First Advantage Corporation	AZ	85118		N/A
BNY Mellon	PA	15221		N/A
TD Bank US Holding Company	NY	10282		N/A
TD Bank US Holding Company	NY	10541		N/A
Bank of America	FL	33056		N/A
Bank of America	NY	11365		N/A
U.S. Bancorp	CA	95380		N/A
SunTrust Banks, Inc.	GA	31554		N/A
U.S. Bancorp	IL	60153		N/A
Bank of America	NC	28092		N/A
Bank of America	MD	21220		N/A
Citibank	CA	93550		N/A
Bank of America	CA	93637	Older American	N/A
The Huntington National Bank	MI	48840		N/A
Bank of America	OH	45014	Older American	N/A
Wells Fargo & Company	CA	92104	Older American	N/A
Wells Fargo & Company	CA	92627		N/A
Bank of America	FL	33054		N/A
Ditech Financial LLC	AL	35405	Servicemember	N/A
SunTrust Banks, Inc.	MD	20901	Older American	N/A
JPMorgan Chase & Co.	NJ	07621		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	03/03/2014	Closed with explanation	Yes	No
Referral	02/24/2014	Closed with monetary relief	Yes	No
Web	02/15/2014	Closed with monetary relief	Yes	No
Referral	02/24/2014	Closed with monetary relief	Yes	No
Phone	02/21/2014	Closed with explanation	Yes	No
Phone	02/26/2014	Closed with explanation	Yes	No
Web	02/28/2014	Closed with non-monetary relief	Yes	No
Postal mail	03/07/2014	Closed with explanation	Yes	No
Referral	03/05/2014	Closed with explanation	Yes	No
Web	02/28/2014	Closed with monetary relief	Yes	No
Web	02/28/2014	Closed with explanation	No	No
Phone	03/04/2014	Closed with monetary relief	Yes	No
Web	03/05/2014	Closed with explanation	Yes	No
Web	02/25/2014	Closed with explanation	Yes	No
Referral	02/26/2014	Closed with explanation	Yes	No
Phone	02/26/2014	Closed with monetary relief	Yes	No
Web	03/05/2014	Closed with explanation	Yes	No
Phone	02/27/2014	Closed with explanation	Yes	No
Referral	02/24/2014	Closed with explanation	Yes	Yes
Web	03/12/2014	Closed with non-monetary relief	Yes	No
Referral	02/24/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

738322

722331

716016

722342

723718

730663

738441

745469

738476

736627

736643

738535

746264

731827

731341

730898

746277

730978

724032

755590

724781

Bank Account or Service Complaints

Based on Consumer Complaints

02/21/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Checking account
03/01/2014	Bank account or service	Other bank product/service
03/01/2014	Bank account or service	Checking account
02/25/2014	Bank account or service	Checking account
03/11/2014	Bank account or service	Checking account
03/11/2014	Bank account or service	Checking account
03/11/2014	Bank account or service	Checking account
03/11/2014	Bank account or service	Checking account
02/21/2014	Bank account or service	Checking account
03/06/2014	Bank account or service	Checking account
03/06/2014	Bank account or service	Checking account
03/06/2014	Bank account or service	Checking account
03/06/2014	Bank account or service	Checking account
02/25/2014	Bank account or service	Savings account
02/25/2014	Bank account or service	Checking account
02/25/2014	Bank account or service	Checking account
03/02/2014	Bank account or service	Savings account
03/02/2014	Bank account or service	Other bank product/service
02/18/2014	Bank account or service	Checking account
03/03/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

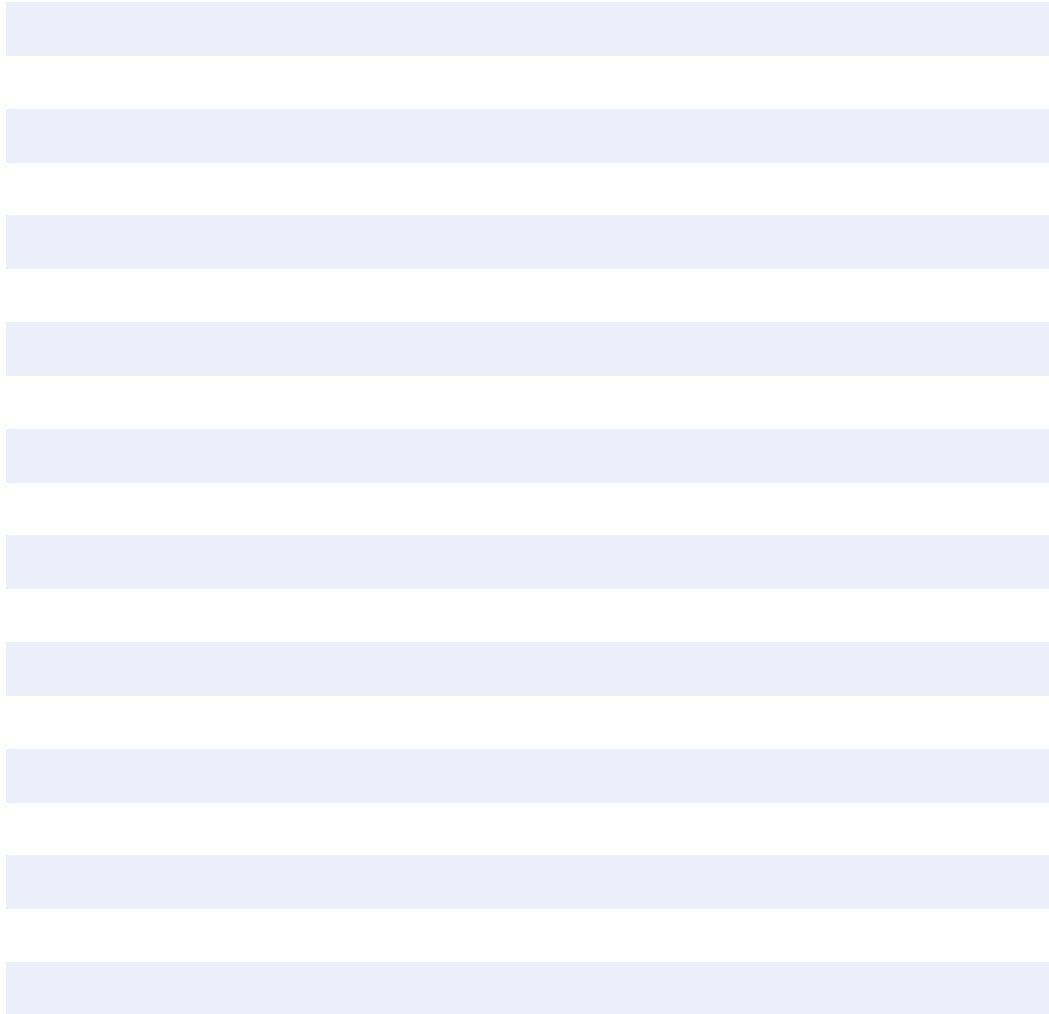
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	33710	N/A
Bank of America	PA	17201	N/A
Bank of America	GA	30043	N/A
Fifth Third Financial Corporation	IL	60914	N/A
PNC Bank N.A.	PA	16803	N/A
Bank of America	VA	24012	N/A
Wells Fargo & Company	AZ	85364	N/A
BB&T Financial	NC	29031	N/A
Bank of America	OH	44107	N/A
JPMorgan Chase & Co.	CA	92592	N/A
SunTrust Banks, Inc.	NC	28081	N/A
SunTrust Banks, Inc.	FL	33572	N/A
Wells Fargo & Company	PA	19150	N/A
Fifth Third Financial Corporation	IL	60428	N/A
Ally Financial Inc.	MS	39503	N/A
JPMorgan Chase & Co.	NY	10454	N/A
Wells Fargo & Company			N/A
TD Bank US Holding Company	MA	02720	N/A
HSBC North America Holdings Inc.	NY	11223	N/A
JPMorgan Chase & Co.	WA	98092	N/A
U.S. Bancorp	CA	92647	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	02/24/2014	Closed with explanation	Yes	Yes
Referral	02/24/2014	Closed with explanation	Yes	No
Web	03/01/2014	Closed with explanation	Yes	No
Web	03/01/2014	Closed with explanation	Yes	No
Web	02/25/2014	Closed with explanation	Yes	No
Web	03/12/2014	Closed with explanation	Yes	No
Phone	03/12/2014	Closed with monetary relief	Yes	No
Referral	03/12/2014	Closed with explanation	Yes	No
Web	03/12/2014	Closed with monetary relief	Yes	No
Web	02/20/2014	Closed with explanation	Yes	No
Referral	03/10/2014	Closed with monetary relief	Yes	No
Referral	03/07/2014	Closed with monetary relief	Yes	No
Referral	03/10/2014	Closed with monetary relief	Yes	No
Referral	03/07/2014	Closed with explanation	Yes	No
Postal mail	02/26/2014	Closed with explanation	Yes	No
Web	02/25/2014	Closed with monetary relief	Yes	Yes
Phone	02/26/2014	Closed with monetary relief	Yes	No
Web	03/02/2014	Closed with monetary relief	Yes	No
Web	03/02/2014	Closed with explanation	Yes	No
Web	02/20/2014	Closed with explanation	Yes	Yes
Postal mail	03/04/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

725003

725018

738774

738775

731085

755601

753952

753997

755607

725150

747984

747354

746913

747245

732074

732240

731330

739010

739033

719282

739714

Bank Account or Service Complaints

Based on Consumer Complaints

03/11/2014	Bank account or service	Other bank product/service
03/11/2014	Bank account or service	Savings account
03/11/2014	Bank account or service	Other bank product/service
02/18/2014	Bank account or service	Other bank product/service
02/21/2014	Bank account or service	Other bank product/service
02/26/2014	Bank account or service	Checking account
03/11/2014	Bank account or service	Other bank product/service
02/26/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Checking account
03/11/2014	Bank account or service	Other bank product/service
03/03/2014	Bank account or service	Other bank product/service
03/06/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Savings account
02/26/2014	Bank account or service	Savings account
03/03/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Checking account
03/03/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Factual Data	FL	32817	N/A
Bank of America	FL	33604	N/A
Citibank	FL	32817	N/A
TransUnion Intermediate Holdings, Inc.	IL	60515	N/A
JPMorgan Chase & Co.	FL	33467	N/A
TD Bank US Holding Company	PA	18966	N/A
Bank of America	FL	32817	N/A
Citibank	TX	77057	N/A
Wells Fargo & Company	NM	88345	N/A
JPMorgan Chase & Co.	FL	32817	N/A
Citibank	NH	03106	N/A
TD Bank US Holding Company	FL	32725	N/A
Bank of America	CT	06704	N/A
BNY Mellon	CA	91780	N/A
Bank of America	MI	48167	N/A
Wells Fargo & Company	FL	32814	N/A
Fifth Third Financial Corporation	OH	45305	N/A
PNC Bank N.A.	NJ	08070	N/A
USAA Savings	TN	38107	N/A
The Huntington National Bank	OH	44432	N/A
Capital One	NY	11743	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	04/07/2014	Closed with explanation	Yes	No
Web	03/12/2014	Closed with monetary relief	Yes	No
Postal mail	04/07/2014	Closed with explanation	Yes	Yes
Referral	02/21/2014	Closed with explanation	Yes	No
Phone	02/24/2014	Closed with explanation	Yes	No
Web	02/25/2014	Closed with explanation	Yes	No
Postal mail	04/08/2014	Closed with explanation	Yes	Yes
Web	02/25/2014	Closed with explanation	Yes	Yes
Web	02/25/2014	Closed with explanation	Yes	No
Postal mail	04/08/2014	Closed with explanation	Yes	Yes
Web	03/03/2014	Closed with non-monetary relief	Yes	No
Referral	03/10/2014	Closed with non-monetary relief	Yes	Yes
Referral	02/27/2014	Closed with explanation	Yes	No
Web	02/27/2014	Closed with explanation	Yes	No
Web	03/03/2014	Closed with explanation	Yes	No
Web	02/26/2014	Closed with monetary relief	Yes	No
Referral	03/24/2014	Closed with explanation	Yes	No
Web	03/03/2014	Closed with explanation	Yes	No
Phone	02/28/2014	Closed with explanation	Yes	No
Postal mail	03/24/2014	Closed with explanation	Yes	No
Web	03/27/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

752585

767063

752591

717580

725471

732366

752595

732389

732395

752598

739845

746800

732460

732459

739938

734069

765096

741327

732712

766221

765180

Bank Account or Service Complaints

Based on Consumer Complaints

03/14/2014	Bank account or service	Other bank product/service
03/19/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Checking account
03/08/2014	Bank account or service	Other bank product/service
03/14/2014	Bank account or service	Checking account
03/14/2014	Bank account or service	Checking account
03/11/2014	Bank account or service	Checking account
03/14/2014	Bank account or service	Checking account
03/14/2014	Bank account or service	Checking account
03/14/2014	Bank account or service	Other bank product/service
03/14/2014	Bank account or service	Checking account
03/14/2014	Bank account or service	Checking account
03/11/2014	Bank account or service	Other bank product/service
03/14/2014	Bank account or service	Checking account
03/14/2014	Bank account or service	Checking account
03/06/2014	Bank account or service	Checking account
03/14/2014	Bank account or service	Savings account
03/06/2014	Bank account or service	Checking account
03/15/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Making/receiving payments, sending money

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

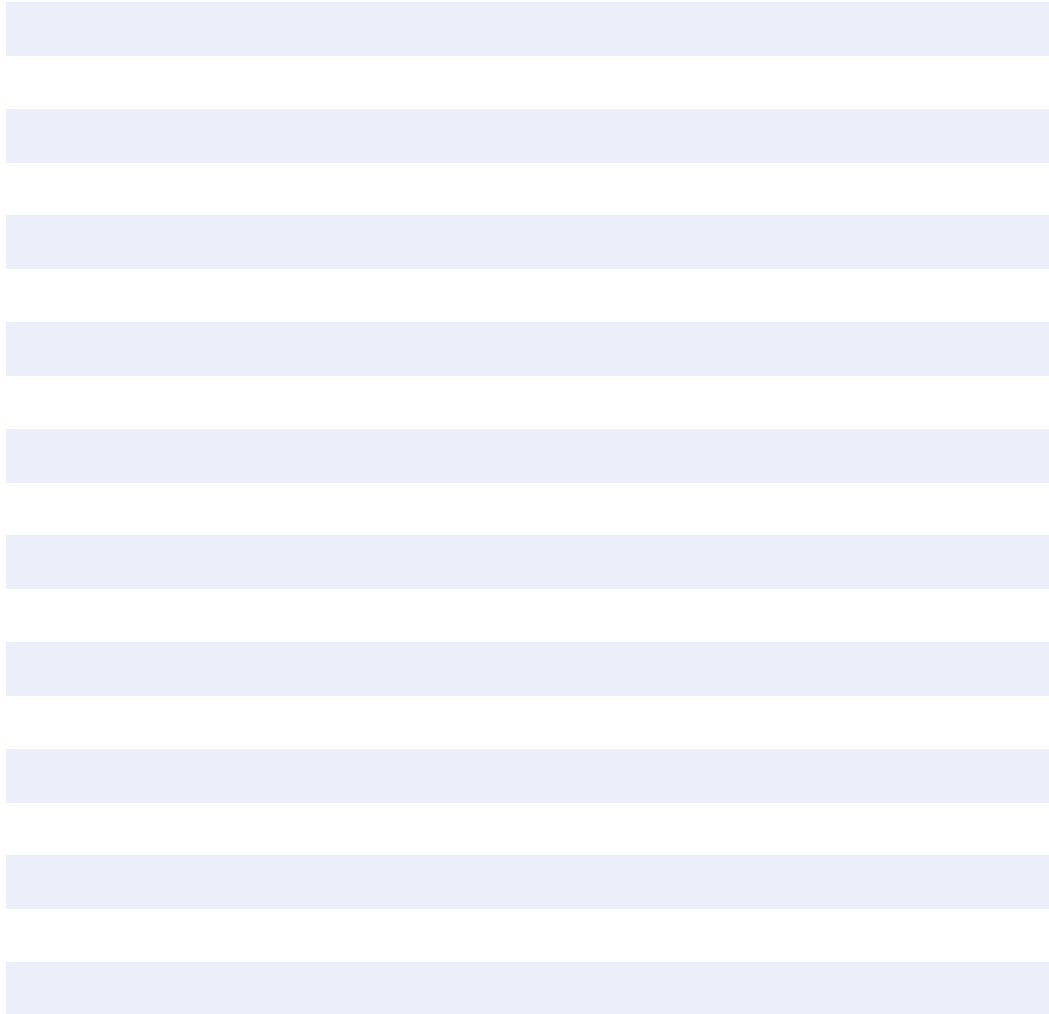
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	NY	11023	Older American	N/A
Bank of America	AZ	85304		N/A
U.S. Bancorp	OR	97292		N/A
PayPal Holdings, Inc.	CA	93065		N/A
Ocwen	CA	94551		N/A
Fifth Third Financial Corporation	GA	30309		N/A
Regions Financial Corporation	MO	63115		N/A
Bank of America	NY	10472		N/A
U.S. Bancorp	WA	98310		N/A
SunTrust Banks, Inc.	FL	33606		N/A
PNC Bank N.A.	OH	45219		N/A
Wells Fargo & Company	NV	89147		N/A
Wells Fargo & Company	PA	19355	Older American	N/A
JPMorgan Chase & Co.	TX	77006		N/A
Wells Fargo & Company	NC	28083		N/A
Bank of America	CA	91377		N/A
TCF National Bank	MN	55101	Older American	N/A
Citizens Financial Group, Inc.	MA	02131		N/A
Capital One	TX	75219	Servicemember	N/A
M&T Bank Corporation	NJ	07079		N/A
Wells Fargo & Company	FL	34471		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	03/14/2014	Closed with explanation	Yes	Yes
Referral	03/25/2014	Closed with explanation	Yes	Yes
Phone	03/24/2014	Closed with explanation	Yes	No
Web	02/26/2014	Closed with non-monetary relief	Yes	No
Postal mail	03/10/2014	Closed with explanation	Yes	No
Web	03/14/2014	Closed with explanation	Yes	No
Referral	03/19/2014	Closed with monetary relief	Yes	No
Phone	03/12/2014	Closed with monetary relief	Yes	No
Referral	03/19/2014	Closed with explanation	Yes	No
Referral	03/19/2014	Closed with monetary relief	Yes	No
Web	03/20/2014	Closed with explanation	Yes	No
Web	03/14/2014	Closed with explanation	Yes	Yes
Phone	03/19/2014	Closed with explanation	Yes	Yes
Web	03/12/2014	Closed with explanation	Yes	No
Referral	03/20/2014	Closed with explanation	Yes	Yes
Web	03/14/2014	Closed with monetary relief	Yes	No
Web	03/06/2014	Closed with explanation	Yes	No
Referral	03/20/2014	Closed with explanation	Yes	No
Web	03/06/2014	Closed with non-monetary relief	Yes	No
Web	03/15/2014	Closed with explanation	Yes	Yes
Referral	03/25/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

758654

765975

765296

733748

753655

758977

768198

755697

768163

768150

766963

757472

768063

754146

758788

760373

747582

758841

747654

759524

766282

Bank Account or Service Complaints

Based on Consumer Complaints

03/06/2014	Bank account or service	Other bank product/service
03/06/2014	Bank account or service	Savings account
03/19/2014	Bank account or service	Checking account
03/15/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Checking account
03/15/2014	Bank account or service	Other bank product/service
03/19/2014	Bank account or service	Other bank product/service
03/19/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Savings account
03/11/2014	Bank account or service	Checking account
03/16/2014	Bank account or service	Checking account
03/16/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Other bank product/service
03/12/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Making/receiving payments, sending money

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

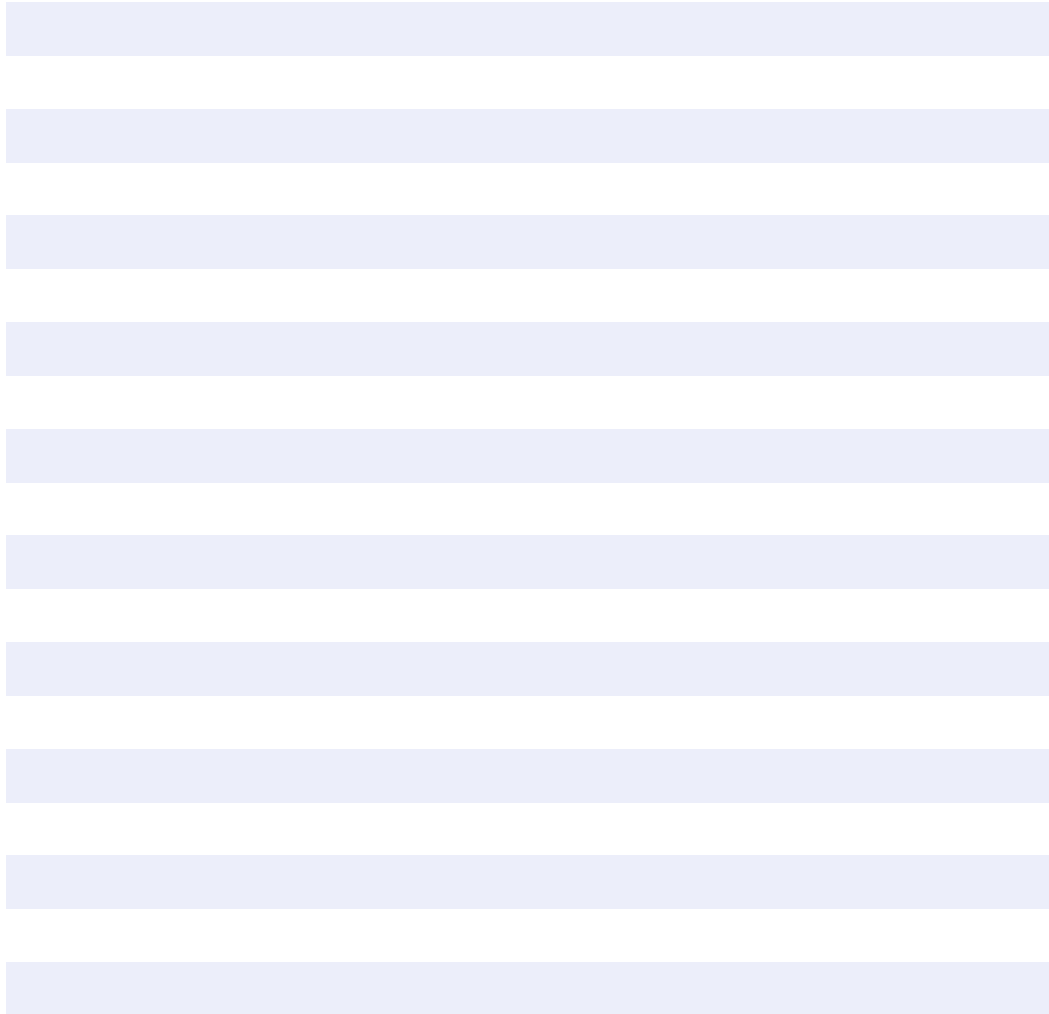
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Citibank	CA	90213		N/A
Citibank	VA	23503		N/A
Wells Fargo & Company	PA	19151		N/A
Bank of America	CA	92649	Older American	N/A
TD Bank US Holding Company	RI	02916		N/A
Ally Financial Inc.	MD	21229		N/A
Wells Fargo & Company	FL	33544	Servicemember	N/A
Wells Fargo & Company	TX	77373		N/A
Fifth Third Financial Corporation	OH	45370		N/A
Wells Fargo & Company	FL	34232		N/A
JPMorgan Chase & Co.	IL	62791		N/A
Wells Fargo & Company	CO	80209		N/A
JPMorgan Chase & Co.	TX	77407		N/A
Fifth Third Financial Corporation	OH	43086		N/A
TCF National Bank	MN	55104		N/A
U.S. Bancorp	CA	93534		N/A
Bank of America	CA	94118		N/A
JPMorgan Chase & Co.	FL	34202		N/A
M&T Bank Corporation	MD	21042		N/A
Wells Fargo & Company	NJ	07650		N/A
JPMorgan Chase & Co.	NY	11040		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	03/14/2014	Closed with monetary relief	Yes	No
Referral	03/10/2014	Closed with explanation	Yes	No
Phone	03/25/2014	Closed with monetary relief	Yes	No
Postal mail	03/17/2014	Closed with explanation	Yes	Yes
Web	03/19/2014	Closed with monetary relief	Yes	No
Referral	03/20/2014	Closed with explanation	Yes	No
Web	03/21/2014	Closed with explanation	Yes	No
Web	03/21/2014	Closed with explanation	Yes	No
Referral	03/25/2014	Closed with explanation	Yes	No
Referral	03/25/2014	Closed with explanation	Yes	No
Web	03/19/2014	Closed with monetary relief	Yes	No
Web	03/12/2014	Closed with explanation	Yes	Yes
Web	03/16/2014	Closed with explanation	Yes	No
Web	03/16/2014	Closed with monetary relief	Yes	No
Web	03/12/2014	Closed with explanation	Yes	No
Web	03/12/2014	Closed with explanation	Yes	No
Web	03/12/2014	Closed with explanation	Yes	No
Referral	03/14/2014	Closed with explanation	Yes	No
Referral	03/13/2014	Closed with explanation	Yes	Yes
Referral	03/14/2014	Closed with non-monetary relief	Yes	No
Referral	03/14/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

747685

747895

765832

759226

765849

759053

765955

767253

765989

765990

765996

759491

760530

760533

754264

759263

754280

757670

755863

757658

757691

Bank Account or Service Complaints

Based on Consumer Complaints

03/17/2014	Bank account or service	Checking account
03/20/2014	Bank account or service	Other bank product/service
03/17/2014	Bank account or service	Other bank product/service
03/20/2014	Bank account or service	Checking account
03/20/2014	Bank account or service	Checking account
03/20/2014	Bank account or service	Checking account
03/20/2014	Bank account or service	Checking account
03/20/2014	Bank account or service	Savings account
03/20/2014	Bank account or service	Other bank product/service
03/03/2014	Bank account or service	Checking account
03/03/2014	Bank account or service	Checking account
03/03/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Checking account
03/03/2014	Bank account or service	Other bank product/service
02/26/2014	Bank account or service	Checking account
03/03/2014	Bank account or service	Checking account
03/03/2014	Bank account or service	Checking account
03/03/2014	Bank account or service	Other bank product/service
03/03/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

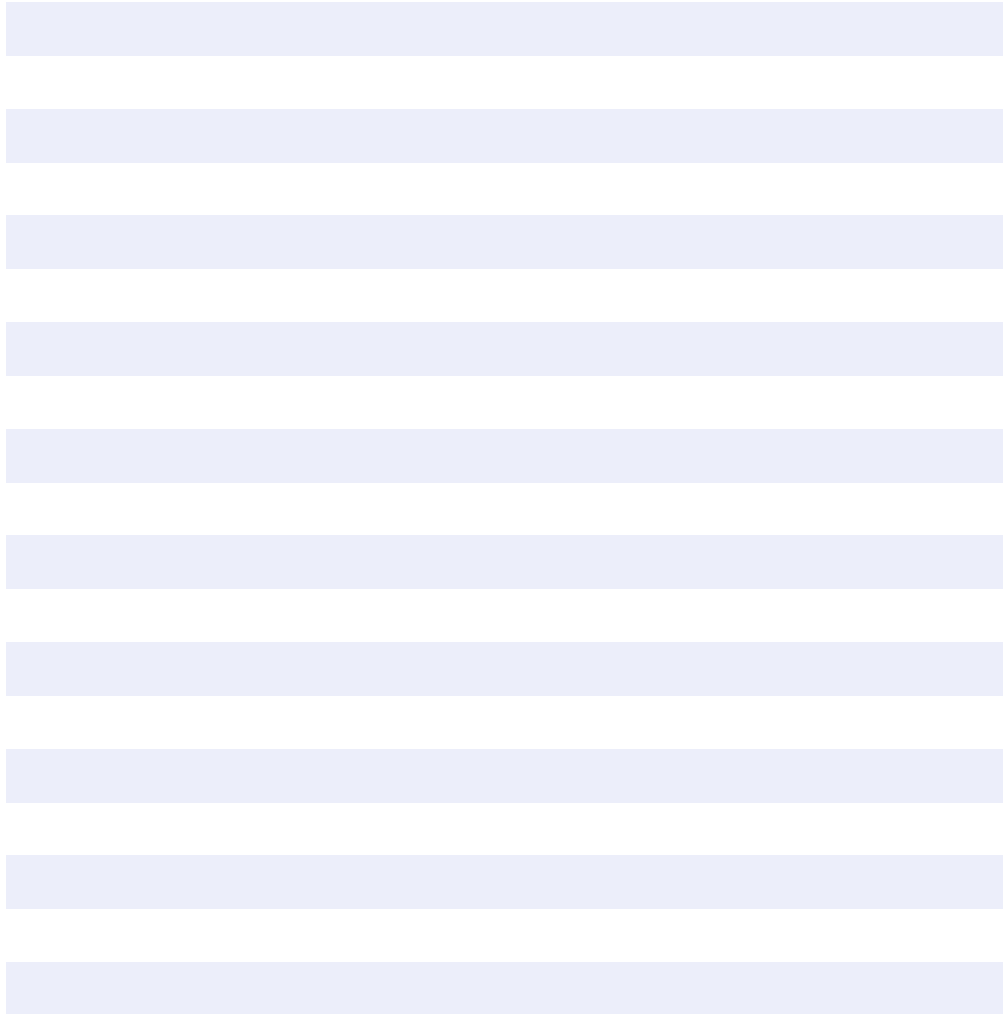
Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	IA	50702		N/A
U.S. Bancorp	KS	67204		N/A
Wells Fargo & Company	TN	38106		N/A
U.S. Bancorp	MN	55379	Servicemember	N/A
Bank of America	MA	01984		N/A
JPMorgan Chase & Co.	TX	75115		N/A
JPMorgan Chase & Co.	NY	11210		N/A
JPMorgan Chase & Co.	IL	60068	Older American	N/A
Bank of America	NY	14215		N/A
Regions Financial Corporation	MS	38635	Older American	N/A
Regions Financial Corporation	FL	32533	Older American	N/A
BB&T Financial	GA	31907		N/A
JPMorgan Chase & Co.	NY	10471		N/A
The Huntington National Bank	PA	16105		N/A
Wells Fargo & Company	SD	57106	Older American	N/A
Capital One	TX	79423		N/A
Regions Financial Corporation	TN	38107	Servicemember	N/A
Wells Fargo & Company	FL	33483		N/A
U.S. Bancorp	CA	96094		N/A
Citibank	CA	94806		N/A
Citibank	TX	76028		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	03/16/2014	Closed with explanation	Yes	No
Web	03/26/2014	Closed with non-monetary relief	Yes	No
Referral	03/20/2014	Closed with explanation	Yes	No
Phone	03/26/2014	Closed with explanation	Yes	No
Web	03/20/2014	Closed with explanation	Yes	No
Referral	03/26/2014	Closed with explanation	Yes	No
Referral	03/26/2014	Closed with explanation	Yes	No
Phone	03/26/2014	Closed with explanation	Yes	No
Phone	03/27/2014	Closed with non-monetary relief	Yes	No
Phone	03/04/2014	Closed with monetary relief	Yes	No
Web	03/03/2014	Closed	Yes	No
Phone	03/04/2014	Closed with explanation	Yes	No
Referral	02/28/2014	Closed with monetary relief	Yes	No
Referral	02/28/2014	Closed with monetary relief	Yes	No
Web	03/18/2014	Closed with explanation	Yes	Yes
Postal mail	03/04/2014	Closed with non-monetary relief	Yes	No
Phone	02/27/2014	Closed	Yes	No
Referral	03/06/2014	Closed with explanation	Yes	No
Referral	03/06/2014	Closed with explanation	Yes	No
Postal mail	03/10/2014	Closed with explanation	Yes	No
Postal mail	03/11/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

760619

769348

760673

769489

769448

770693

769752

770781

769877

740420

740423

740437

732949

732951

732991

740594

732717

739492

739498

739406

740657

Bank Account or Service Complaints

Based on Consumer Complaints

03/03/2014	Bank account or service	Other bank product/service
02/26/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Savings account
03/03/2014	Bank account or service	Other bank product/service
03/04/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Checking account
03/17/2014	Bank account or service	Checking account
02/26/2014	Bank account or service	Other bank product/service
03/20/2014	Bank account or service	Other bank product/service
03/12/2014	Bank account or service	Other bank product/service
03/04/2014	Bank account or service	Checking account
03/20/2014	Bank account or service	Checking account
03/04/2014	Bank account or service	Checking account
03/20/2014	Bank account or service	Checking account
03/20/2014	Bank account or service	Other bank product/service
03/20/2014	Bank account or service	Checking account
03/20/2014	Bank account or service	(CD) Certificate of deposit
02/26/2014	Bank account or service	Other bank product/service
03/12/2014	Bank account or service	Other bank product/service
03/04/2014	Bank account or service	Other bank product/service
03/17/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of the West	CA	94603	Older American	N/A
JPMorgan Chase & Co.	OH	43201	Older American	N/A
Bank of America	CA	90025		N/A
Bank of America	KY	40229		N/A
Santander Bank US	NJ	07730		N/A
Wells Fargo & Company	GA	30126		N/A
Bank of America	NJ	08822		N/A
Wells Fargo & Company	GA	30215		N/A
PNC Bank N.A.	PA	15221		N/A
Wells Fargo & Company	WI	54911		N/A
Wells Fargo & Company	GA	30058		N/A
TD Bank US Holding Company	NY	10023		N/A
JPMorgan Chase & Co.	CA	90012		N/A
Bank of America	NY	14625		N/A
Wells Fargo & Company	CA	95942		N/A
U.S. Bancorp	CO	80127		N/A
PNC Bank N.A.	NC	28168	Older American	N/A
Capital One	NY	11235		N/A
TCF National Bank	IL	60101		N/A
Capital One	TN	38372		N/A
U.S. Bancorp	TN	37122		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	03/06/2014	Closed with explanation	Yes	No
Phone	02/27/2014	Closed with explanation	Yes	No
Web	02/26/2014	Closed with non-monetary relief	Yes	Yes
Web	03/03/2014	Closed with non-monetary relief	Yes	No
Referral	03/06/2014	Closed with explanation	Yes	Yes
Web	02/26/2014	Closed with explanation	Yes	No
Referral	03/20/2014	Closed with non-monetary relief	Yes	No
Web	02/26/2014	Closed with explanation	Yes	Yes
Referral	03/27/2014	Closed with explanation	Yes	No
Postal mail	03/14/2014	Closed with explanation	Yes	Yes
Web	03/04/2014	Closed with explanation	Yes	No
Referral	03/27/2014	Closed with monetary relief	Yes	No
Web	03/04/2014	Closed with explanation	Yes	No
Referral	03/27/2014	Closed with monetary relief	Yes	No
Referral	03/31/2014	Closed with explanation	Yes	No
Phone	03/27/2014	Closed with non-monetary relief	Yes	Yes
Phone	03/27/2014	Closed with explanation	Yes	No
Postal mail	02/27/2014	Closed	Yes	No
Web	03/12/2014	Closed with explanation	Yes	Yes
Referral	03/06/2014	Closed with explanation	Yes	No
Web	03/17/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

740711

733196

733736

741571

741597

734047

760910

733511

770713

757466

741806

770522

741810

770681

770721

770384

770399

733695

760082

741451

761104

Bank Account or Service Complaints

Based on Consumer Complaints

03/17/2014	Bank account or service	Savings account
03/04/2014	Bank account or service	Other bank product/service
02/27/2014	Bank account or service	Other bank product/service
03/04/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Other bank product/service
02/27/2014	Bank account or service	Checking account
03/17/2014	Bank account or service	Checking account
02/27/2014	Bank account or service	Other bank product/service
03/21/2014	Bank account or service	Other bank product/service
02/27/2014	Bank account or service	Savings account
02/27/2014	Bank account or service	Checking account
03/21/2014	Bank account or service	Checking account
02/27/2014	Bank account or service	Checking account
02/27/2014	Bank account or service	Other bank product/service
02/27/2014	Bank account or service	Checking account
03/21/2014	Bank account or service	Checking account
03/21/2014	Bank account or service	(CD) Certificate of deposit
03/17/2014	Bank account or service	Checking account
02/27/2014	Bank account or service	Checking account
03/17/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

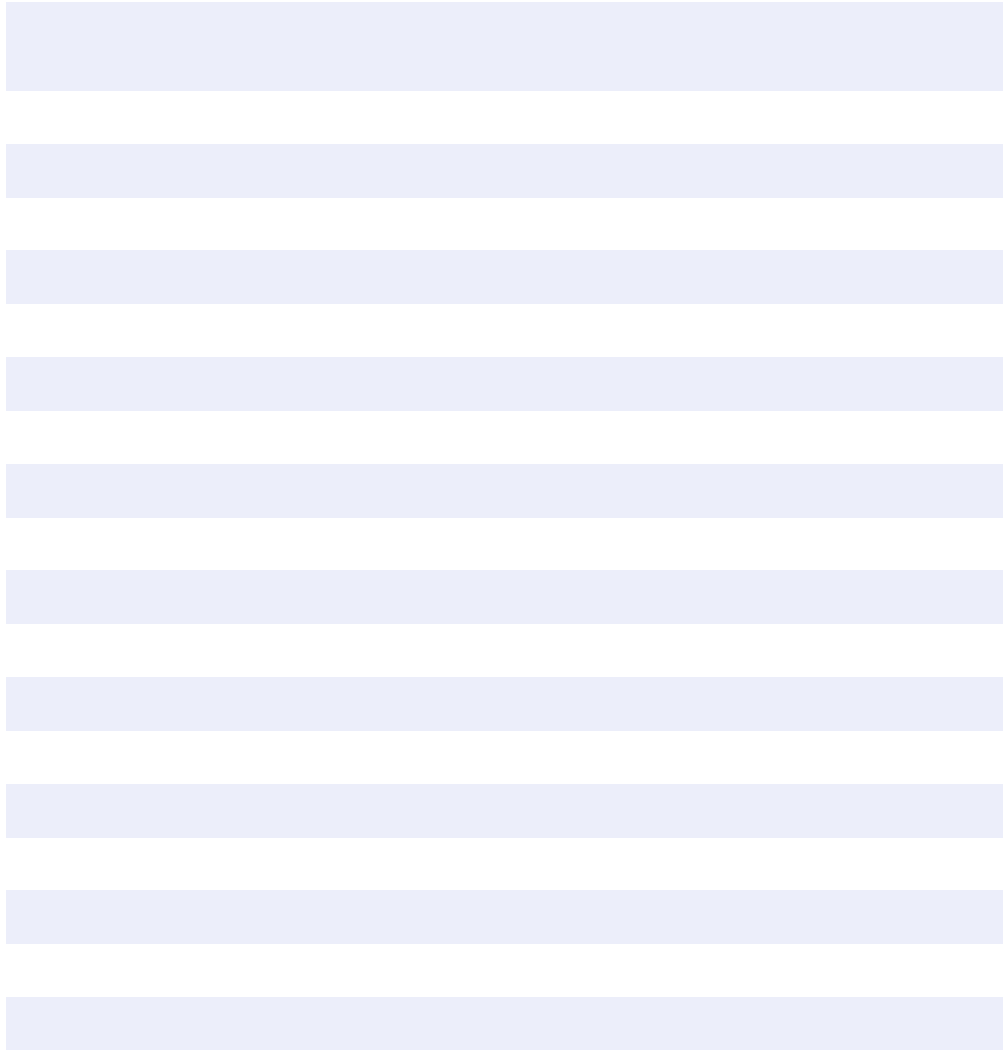
Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	SC	29412		N/A
JPMorgan Chase & Co.	PA	19401	Older American, Servicemember	N/A
Equifax	VA	20165		N/A
U.S. Bancorp	IL	60102		N/A
BNY Mellon	MA	02719		N/A
Bank of America	NY	11743		N/A
JPMorgan Chase & Co.	OK	73156	Older American	N/A
Northland Group, Inc.	PA	17362		N/A
TD Bank US Holding Company	NY	10003		N/A
Banco Popular de Puerto Rico	VI	00802		N/A
Capital One	RI	02921		N/A
SunTrust Banks, Inc.	NC	28805		N/A
Bank of America	MO	63087		N/A
Deca Financial Services LLC	LA	71037		N/A
Bank of America	TX	77077		N/A
Community Choice Financial, Inc.	IN	46227		N/A
HSBC North America Holdings Inc.	FL	33441		N/A
Wells Fargo & Company	FL	32359		N/A
M&T Bank Corporation	NY	14206		N/A
Wells Fargo & Company	CO	93654		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	03/20/2014	Closed with explanation	Yes	No
Phone	03/06/2014	Closed with monetary relief	Yes	No
Web	03/05/2014	Closed with explanation	Yes	Yes
Web	03/10/2014	Closed with explanation	Yes	No
Referral	03/13/2014	Closed with explanation	Yes	No
Web	02/27/2014	Closed with explanation	Yes	No
Web	03/17/2014	Closed with explanation	Yes	No
Postal mail	02/28/2014	Closed with explanation	Yes	No
Web	03/20/2014	Closed with explanation	Yes	Yes
Referral	02/28/2014	Closed with explanation	Yes	No
Referral	02/28/2014	Closed with explanation	Yes	No
Web	03/20/2014	Closed with monetary relief	Yes	No
Referral	02/28/2014	Closed with explanation	Yes	No
Referral	03/04/2014	Closed with explanation	Yes	No
Referral	02/28/2014	Closed with monetary relief	Yes	No
Web	03/27/2014	Closed with monetary relief	Yes	No
Web	03/20/2014	Closed with explanation	Yes	No
Web	03/17/2014	Closed with explanation	Yes	Yes
Referral	02/28/2014	Closed with explanation	Yes	Yes
Web	03/17/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

761145

741960

734540

741542

762876

734634

763458

734659

771229

735877

734244

771266

736080

737987

735852

773124

771311

761487

736035

761344

Bank Account or Service Complaints

Based on Consumer Complaints

03/12/2014	Bank account or service	Other bank product/service
02/27/2014	Bank account or service	Checking account
03/21/2014	Bank account or service	Other bank product/service
03/12/2014	Bank account or service	Other bank product/service
03/06/2014	Bank account or service	Checking account
03/06/2014	Bank account or service	Savings account
03/17/2014	Bank account or service	Checking account
03/07/2014	Bank account or service	Checking account
03/17/2014	Bank account or service	Checking account
03/17/2014	Bank account or service	Checking account
03/07/2014	Bank account or service	Checking account
03/31/2014	Bank account or service	Checking account
03/31/2014	Bank account or service	Checking account
03/31/2014	Bank account or service	(CD) Certificate of deposit
03/17/2014	Bank account or service	Checking account
02/27/2014	Bank account or service	Cashing a check without an account
02/27/2014	Bank account or service	Other bank product/service
03/31/2014	Bank account or service	Checking account
03/17/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Savings account
03/12/2014	Bank account or service	Checking account
03/07/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	GA	30281		N/A
Bank of America	NY	10314		N/A
Resurgent Capital Services L.P.	TX	78703		N/A
PayPal Holdings, Inc.	MA	01882		N/A
Bank of America	CA	93311		N/A
Wells Fargo & Company	TX	79928		N/A
First Data Corporation	PA	16735		N/A
PayPal Holdings, Inc.	NY	10038		N/A
HSBC North America Holdings Inc.	NY	11234		N/A
Bank of America	TX	75209		N/A
Wells Fargo & Company	NM	88001		N/A
PayPal Holdings, Inc.	FL	32003		N/A
Wells Fargo & Company	NY	11375		N/A
Bank of America	GA	31909		N/A
Banco Popular de Puerto Rico	PR	00969		N/A
JPMorgan Chase & Co.	MI	48640		N/A
Bank of America	CT	06776		N/A
PNC Bank N.A.	MD	20724		N/A
Citizens Financial Group, Inc.	PA	19078		N/A
Citibank	NY	11040		N/A
Fidelity National Information Services, Inc. (FNIS)	FL	33771		N/A
PayPal Holdings, Inc.	NY	10128	Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	03/12/2014	Closed with explanation	Yes	No
Web	02/27/2014	Closed with monetary relief	Yes	No
Postal mail	03/27/2014	Closed with explanation	Yes	No
Postal mail	03/17/2014	Closed with explanation	Yes	No
Web	03/06/2014	Closed with explanation	Yes	Yes
Phone	03/07/2014	Closed with explanation	Yes	Yes
Web	03/21/2014	Closed with explanation	Yes	No
Web	03/07/2014	Closed with explanation	Yes	No
Web	03/17/2014	Closed with explanation	Yes	No
Web	03/17/2014	Closed with explanation	Yes	No
Web	03/06/2014	Closed with monetary relief	Yes	No
Referral	04/03/2014	Closed with explanation	Yes	No
Referral	04/03/2014	Closed with monetary relief	Yes	No
Referral	04/03/2014	Closed with explanation	Yes	No
Phone	03/26/2014	Closed with explanation	Yes	No
Web	02/27/2014	Closed with explanation	Yes	Yes
Phone	03/05/2014	Closed with explanation	Yes	No
Phone	04/03/2014	Closed with non-monetary relief	Yes	No
Web	03/17/2014	Closed with monetary relief	Yes	No
Web	03/12/2014	Closed with explanation	Yes	No
Postal mail	04/23/2014	Closed with explanation	Yes	No
Referral	03/12/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

755941

734686

771410

759453

748035

748287

761534

748273

763485

763487

748936

785207

785478

785570

761650

736161

735186

785204

763497

757692

756018

750129

Bank Account or Service Complaints

Based on Consumer Complaints

03/12/2014	Bank account or service	Checking account
03/07/2014	Bank account or service	Checking account
03/07/2014	Bank account or service	Checking account
03/17/2014	Bank account or service	Savings account
03/05/2014	Bank account or service	Other bank product/service
03/21/2014	Bank account or service	Checking account
03/17/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Other bank product/service
03/12/2014	Bank account or service	Other bank product/service
03/12/2014	Bank account or service	Checking account
03/17/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Checking account
03/07/2014	Bank account or service	Checking account
03/12/2014	Bank account or service	Checking account
03/31/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	Other bank product/service
03/26/2014	Bank account or service	Other bank product/service
03/21/2014	Bank account or service	Checking account
03/18/2014	Bank account or service	Other bank product/service
03/26/2014	Bank account or service	Savings account
03/31/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

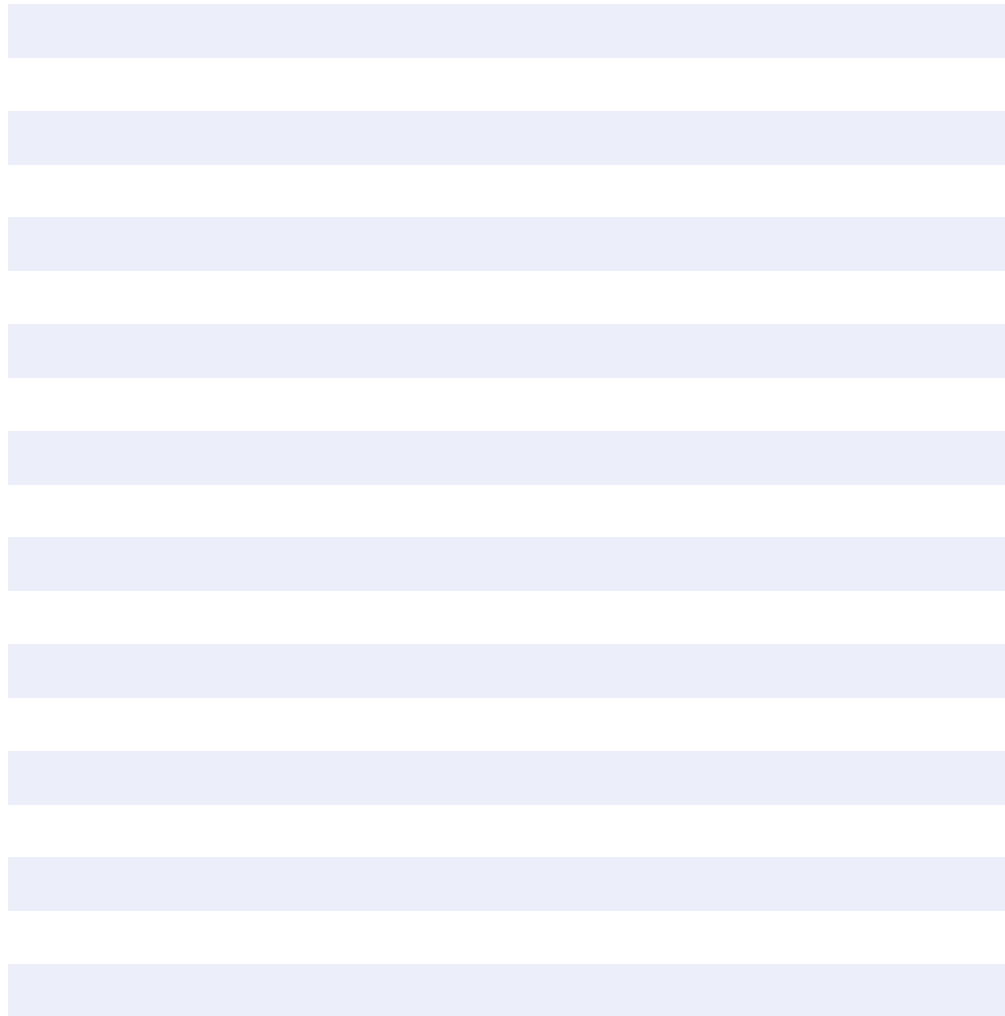
Using a debit or ATM card

Problems caused by my funds being low

Deposits and withdrawals

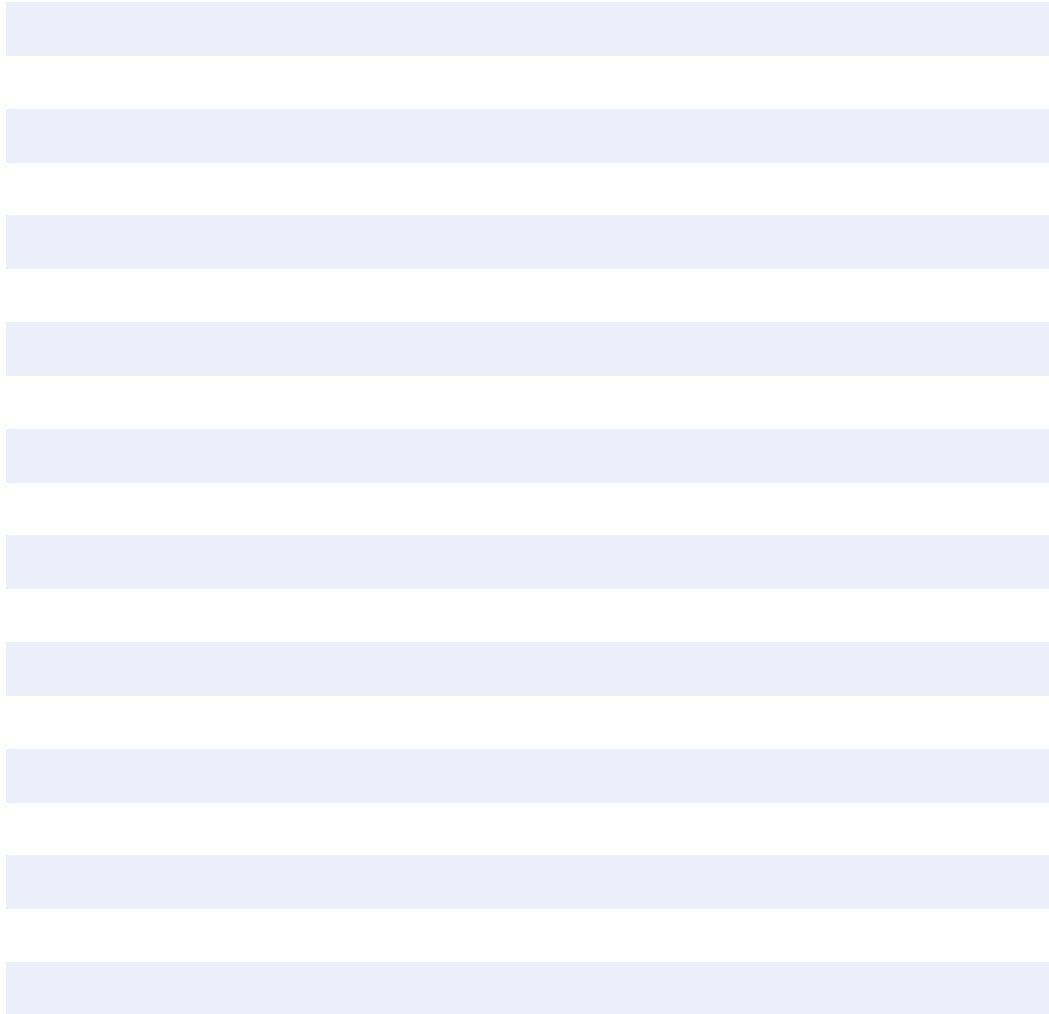
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

BBVA Compass	TX	77662		N/A
PNC Bank N.A.	PA	19468		N/A
Citizens Financial Group, Inc.	OH	44223		N/A
Capital One	TX	77573	Older American	N/A
Wells Fargo & Company	NJ	08094		N/A
Wells Fargo & Company	CA	90805		N/A
JPMorgan Chase & Co.	OH	43230	Servicemember	N/A
Wells Fargo & Company	AL	36345		N/A
Discover	UT	84775	Older American	N/A
JPMorgan Chase & Co.	CA	91741		N/A
TD Bank US Holding Company	NY	12401		N/A
U.S. Bancorp	DC	20006		N/A
Comerica	MI	48207		N/A
Bank of America	CA	90702		N/A
Santander Bank US	PA	18017		N/A
GM Financial	AL	36605		N/A
Fifth Third Financial Corporation	AL	36605		N/A
Wells Fargo & Company	FL	32066		N/A
U.S. Bancorp	MT	59601		N/A
BNY Mellon	NJ	08879		N/A
JPMorgan Chase & Co.	OH	44128		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	03/14/2014	Closed with monetary relief	Yes	No
Referral	03/11/2014	Closed with explanation	Yes	No
Referral	03/10/2014	Closed with explanation	Yes	No
Web	03/17/2014	Closed with monetary relief	Yes	Yes
Referral	03/07/2014	Closed with explanation	Yes	No
Referral	03/28/2014	Closed with monetary relief	Yes	No
Web	03/17/2014	Closed with explanation	Yes	No
Phone	03/18/2014	Closed with explanation	Yes	No
Web	03/12/2014	Closed with explanation	Yes	No
Web	03/12/2014	Closed with monetary relief	Yes	No
Web	03/17/2014	Closed with non-monetary relief	Yes	No
Web	03/12/2014	Closed with monetary relief	Yes	No
Web	03/07/2014	Closed with explanation	Yes	No
Web	03/13/2014	Closed with non-monetary relief	Yes	Yes
Web	04/03/2014	Closed	Yes	No
Web	03/28/2014	Closed with explanation	Yes	No
Web	03/26/2014	Closed with explanation	Yes	No
Postal mail	03/28/2014	Closed with non-monetary relief	Yes	Yes
Web	03/17/2014	Closed with explanation	Yes	No
Referral	04/01/2014	Closed with monetary relief	Yes	No
Referral	04/03/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

757850

750072

748320

763510

744764

771890

762172

766259

756061

767237

763536

760137

749215

756072

785500

778339

778341

772779

763595

778724

786662

Bank Account or Service Complaints

Based on Consumer Complaints

03/26/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	Checking account
03/31/2014	Bank account or service	Checking account
03/21/2014	Bank account or service	Other bank product/service
03/26/2014	Bank account or service	Checking account
03/13/2014	Bank account or service	Checking account
03/13/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	(CD) Certificate of deposit
03/18/2014	Bank account or service	Checking account
03/13/2014	Bank account or service	Other bank product/service
03/18/2014	Bank account or service	(CD) Certificate of deposit
03/18/2014	Bank account or service	Other bank product/service
03/26/2014	Bank account or service	Checking account
03/07/2014	Bank account or service	Checking account
03/18/2014	Bank account or service	Checking account
03/18/2014	Bank account or service	Checking account
03/07/2014	Bank account or service	Other bank product/service
03/13/2014	Bank account or service	Other bank product/service
03/26/2014	Bank account or service	Checking account
03/31/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

HSBC North America Holdings Inc.	NY	11214		N/A
State Farm Bank	KY	42104		N/A
Fifth Third Financial Corporation	IN	46143		N/A
JPMorgan Chase & Co.	TX	77090		N/A
Fifth Third Financial Corporation	MO	63111		N/A
Fifth Third Financial Corporation	IL	60102	Older American	N/A
First Data Corporation	IN	47042		N/A
PNC Bank N.A.	IL	61602		N/A
Santander Bank US	RI	02864		N/A
Capital One	MS	39503		N/A
Sterling Infosystems, Inc.	MI	49507		N/A
Associated Bank	MN	55408		N/A
TD Bank US Holding Company	SC	29229		N/A
Citibank	NY	10023		N/A
Bank of America	FL	33411		N/A
Capital One	NY	11716		N/A
PNC Bank N.A.	OH	44092		N/A
OneMain Financial Holdings, LLC	CA	90016		N/A
Wells Fargo & Company	NC	28791		N/A
Bank of America	PA	90054		N/A
Citizens Financial Group, Inc.	MA	02190		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	04/01/2014	Closed with explanation	Yes	No
Referral	04/01/2014	Closed with explanation	Yes	No
Referral	04/01/2014	Closed with monetary relief	Yes	No
Referral	04/03/2014	Closed with explanation	Yes	Yes
Referral	03/28/2014	Closed with explanation	Yes	Yes
Web	03/26/2014	Closed with explanation	Yes	No
Web	03/18/2014	Closed with explanation	No	
Web	03/13/2014	Closed	Yes	No
Postal mail	04/24/2014	Closed	Yes	Yes
Phone	03/21/2014	Closed with explanation	Yes	No
Postal mail	03/18/2014	Closed with explanation	Yes	No
Phone	03/21/2014	Closed with explanation	Yes	No
Web	03/21/2014	Closed with explanation	Yes	Yes
Phone	03/31/2014	Closed with explanation	Yes	Yes
Web	03/07/2014	Closed with monetary relief	Yes	No
Referral	03/21/2014	Closed with explanation	Yes	No
Referral	03/21/2014	Closed with explanation	Yes	No
Postal mail	03/12/2014	Closed with explanation	Yes	No
Web	03/13/2014	Closed with explanation	Yes	Yes
Postal mail	04/01/2014	Closed with explanation	Yes	Yes
Web	04/04/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

778637

778994

779441

785690

772729

778474

763002

756165

779939

763778

767276

762077

763897

778714

748308

763837

764235

749528

767308

778808

785971

Bank Account or Service Complaints

Based on Consumer Complaints

03/07/2014	Bank account or service	Checking account
03/31/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	Checking account
03/07/2014	Bank account or service	Other bank product/service
03/07/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	Other bank product/service
03/07/2014	Bank account or service	Checking account
03/08/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	Other bank product/service
03/07/2014	Bank account or service	Checking account
03/08/2014	Bank account or service	Checking account
03/08/2014	Bank account or service	Other bank product/service
03/07/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	(CD) Certificate of deposit
03/08/2014	Bank account or service	Checking account
03/08/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	Checking account
03/18/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

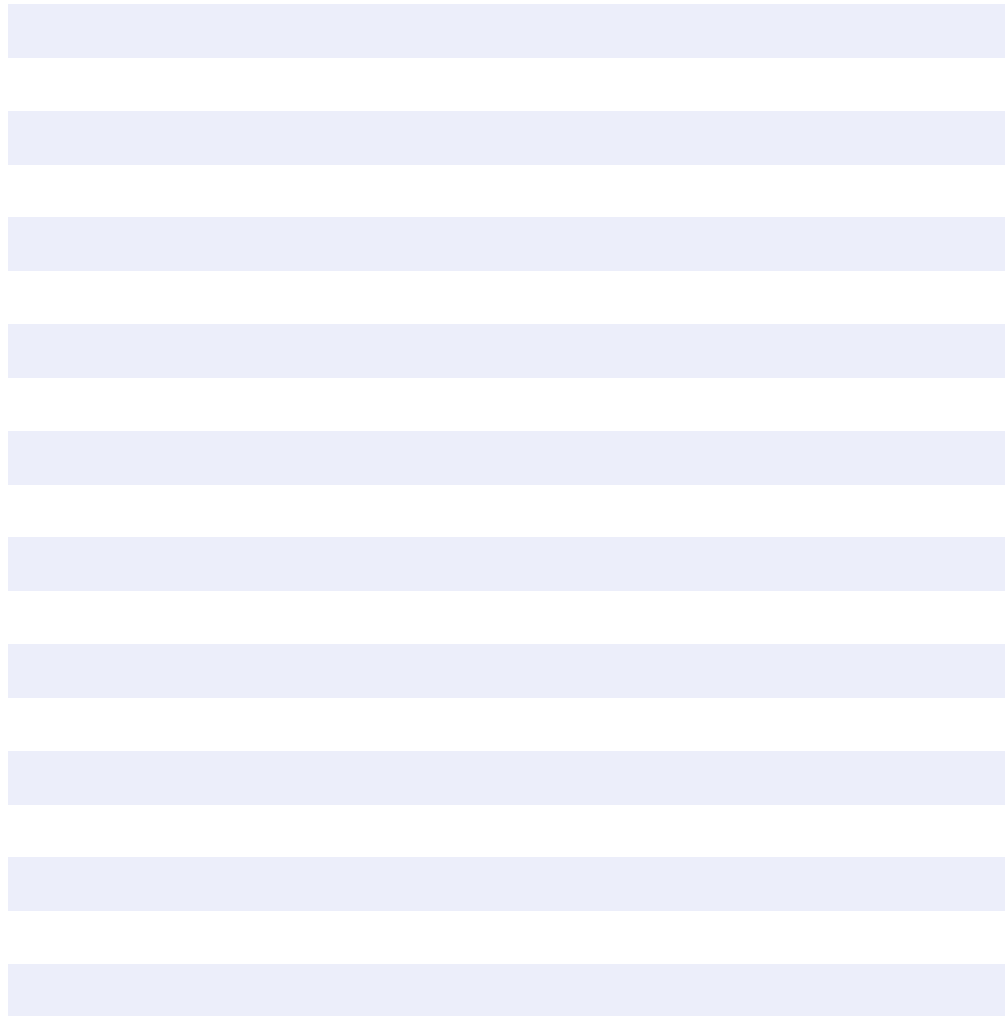
Using a debit or ATM card

Deposits and withdrawals

Deposits and withdrawals

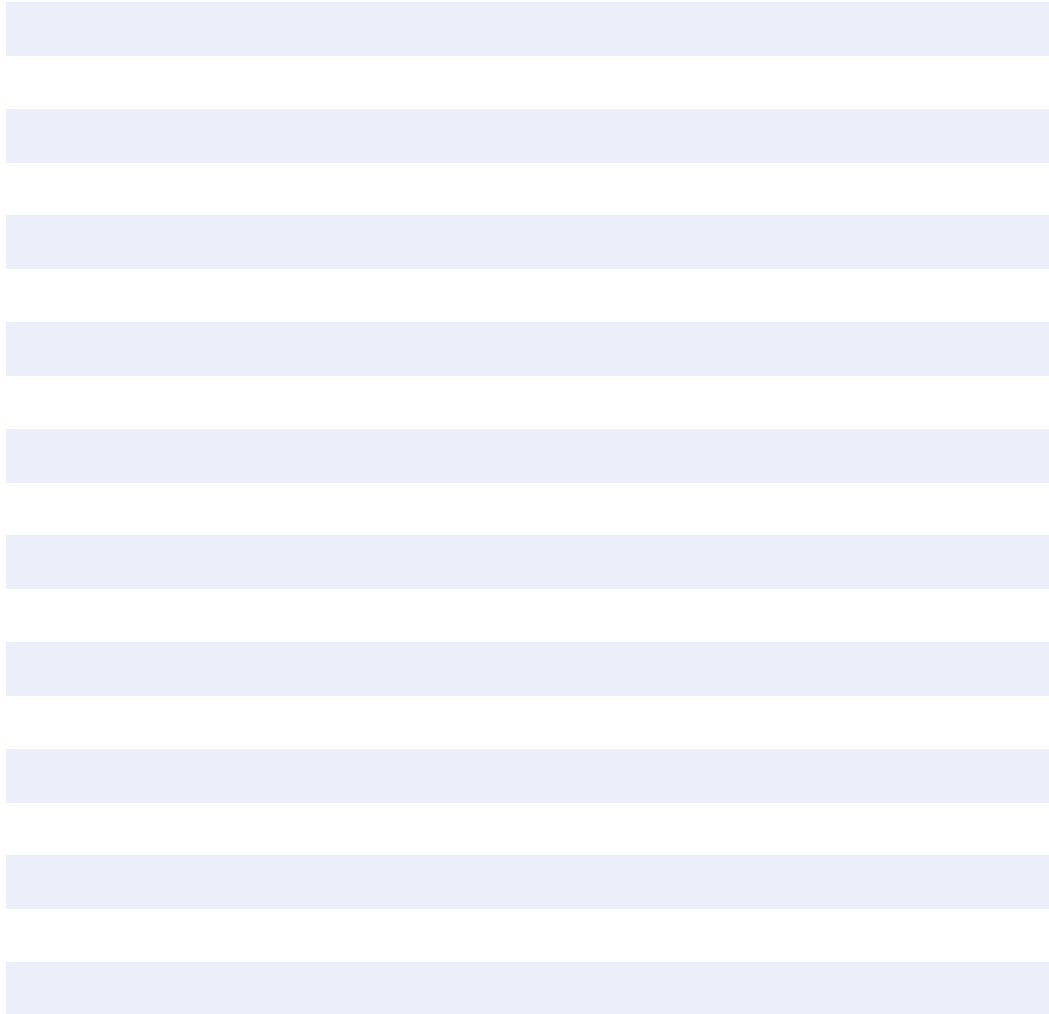
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NJ	08873		N/A
Bank of America	CA	92107		N/A
JPMorgan Chase & Co.	NY	11230		N/A
Citibank	CA	90016		N/A
Wells Fargo & Company	NJ	08861	Older American	N/A
TD Bank US Holding Company	SC	29045	Older American	N/A
Commerce Bank	MO	63130		N/A
BB&T Financial	GA	30253		N/A
Wells Fargo & Company	TX	77465		N/A
Morgan Stanley	IA	52246		N/A
Wells Fargo & Company	CA	91204		N/A
State Employee's Credit Union	NC	28337		N/A
Clayton Holdings LLC	OR	97459		N/A
Bank of America	FL	33024		N/A
BMO Harris	MO	63017		N/A
Citizens Financial Group, Inc.	RI	02885	Older American	N/A
Bank of America	AZ	85302		N/A
PNC Bank N.A.	MI	49014		N/A
SunTrust Banks, Inc.	MD	20743		N/A
Wells Fargo & Company	CA	91201		N/A
TD Bank US Holding Company	NH	03839		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	03/11/2014	Closed with monetary relief	Yes	No
Phone	04/03/2014	Closed with explanation	Yes	No
Web	03/26/2014	Closed with monetary relief	Yes	No
Postal mail	03/10/2014	Closed with explanation	Yes	No
Phone	03/11/2014	Closed with explanation	Yes	No
Phone	04/16/2014	Closed with explanation	Yes	No
Web	03/26/2014	Closed with explanation	Yes	Yes
Phone	03/11/2014	Closed with explanation	Yes	Yes
Referral	03/11/2014	Closed with explanation	Yes	No
Web	04/03/2014	Closed with explanation	Yes	No
Phone	03/11/2014	Closed with explanation	Yes	No
Web	03/08/2014	Closed with explanation	Yes	No
Postal mail	03/25/2014	Closed with explanation	Yes	No
Phone	03/11/2014	Closed with explanation	Yes	No
Web	04/01/2014	Closed with explanation	Yes	No
Postal mail	03/10/2014	Closed with explanation	Yes	No
Web	03/08/2014	Closed with monetary relief	Yes	No
Referral	04/04/2014	Closed with explanation	Yes	No
Referral	04/04/2014	Closed with non-monetary relief	Yes	No
Referral	03/21/2014	Closed with explanation	Yes	No
Referral	04/02/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

749661

786062

778958

749529

749793

779171

782141

750069

752112

779398

750177

751023

766938

750283

789193

759867

759868

787846

788011

764127

779799

Bank Account or Service Complaints

Based on Consumer Complaints

03/10/2014	Bank account or service	Checking account
03/10/2014	Bank account or service	Savings account
03/10/2014	Bank account or service	Checking account
04/17/2014	Bank account or service	Checking account
04/17/2014	Bank account or service	Checking account
03/04/2014	Bank account or service	Checking account
03/10/2014	Bank account or service	Checking account
03/10/2014	Bank account or service	Other bank product/service
03/04/2014	Bank account or service	Other bank product/service
03/10/2014	Bank account or service	Checking account
03/04/2014	Bank account or service	Checking account
03/13/2014	Bank account or service	Checking account
03/04/2014	Bank account or service	Checking account
03/10/2014	Bank account or service	Checking account
03/04/2014	Bank account or service	Other bank product/service
03/21/2014	Bank account or service	Other bank product/service
03/21/2014	Bank account or service	Savings account
03/18/2014	Bank account or service	Checking account
03/18/2014	Bank account or service	Checking account
03/21/2014	Bank account or service	Other bank product/service
03/18/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

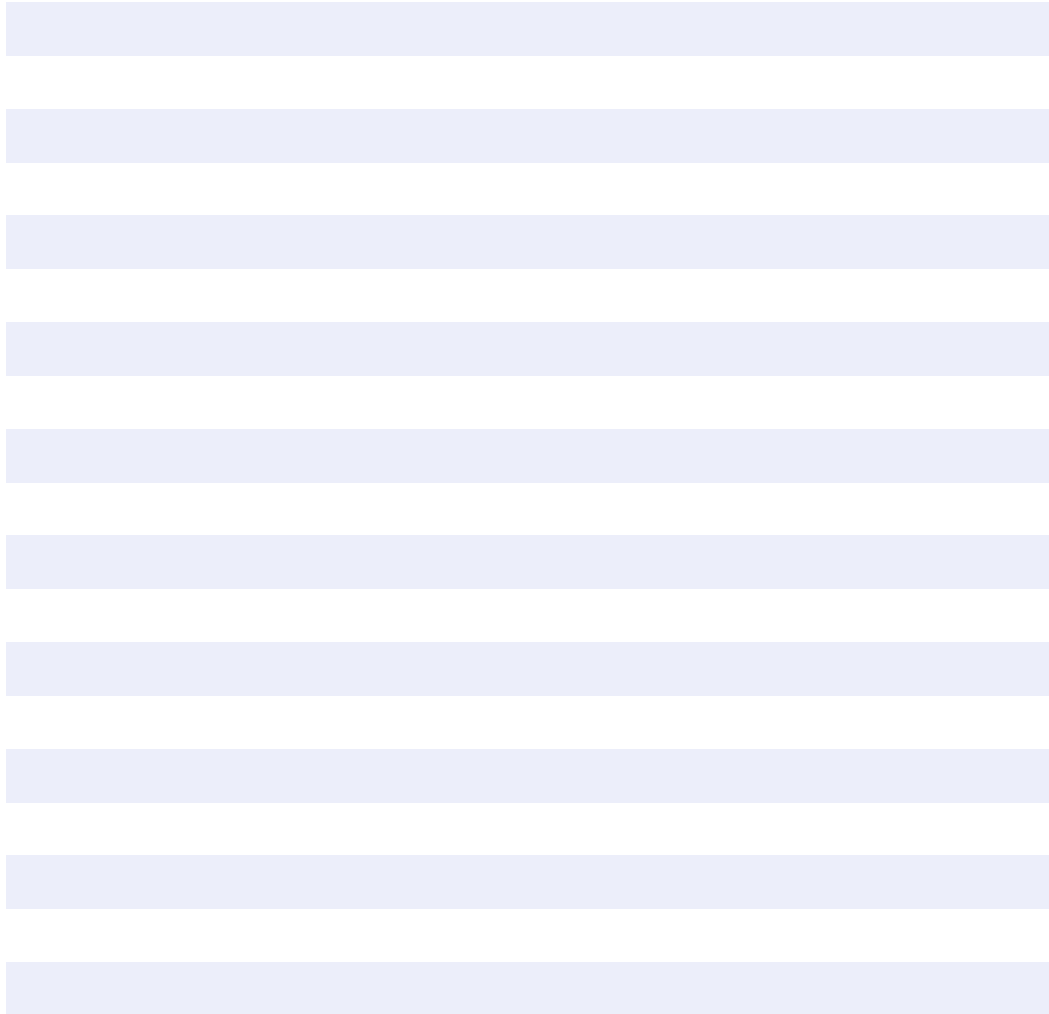
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Amex	PA	19134		N/A
Wells Fargo & Company				N/A
Bank of America	FL	33771		N/A
Fifth Third Financial Corporation	MI	48430		N/A
Wells Fargo & Company	SC	29461		N/A
JPMorgan Chase & Co.	IL	60613		N/A
HSBC North America Holdings Inc.	NY	10303		N/A
FirstMerit Bank	MI	48746		N/A
PayPal Holdings, Inc.	MD	20854	Older American	N/A
PNC Bank N.A.	PA	15235		N/A
People's United Bank	MA	02115	Older American	N/A
JPMorgan Chase & Co.	IN	46203		N/A
USAA Savings	CA	92058		N/A
Regions Financial Corporation	LA	70072		N/A
Bank of America	MO	65807	Older American	N/A
JPMorgan Chase & Co.	NY	11023	Older American	N/A
BB&T Financial	CA	91350		N/A
HSBC North America Holdings Inc.	LA	70119		N/A
Wells Fargo & Company	CA	90012		N/A
Citibank	NY	14221		N/A
PNC Bank N.A.	DE	19701		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	03/11/2014	Closed with monetary relief	Yes	No
Referral	03/17/2014	Closed with non-monetary relief	Yes	No
Web	03/10/2014	Closed	Yes	Yes
Referral	04/22/2014	Closed with monetary relief	Yes	No
Referral	04/22/2014	Closed with explanation	Yes	No
Web	03/04/2014	Closed with explanation	Yes	No
Web	04/08/2014	Closed with explanation	Yes	Yes
Postal mail	03/12/2014	Closed with monetary relief	Yes	No
Phone	03/06/2014	Closed with explanation	Yes	No
Web	03/10/2014	Closed with explanation	Yes	No
Phone	03/06/2014	Closed with explanation	Yes	Yes
Referral	03/18/2014	Closed with explanation	Yes	No
Web	03/04/2014	Closed with explanation	Yes	No
Referral	03/12/2014	Closed with monetary relief	Yes	No
Web	03/04/2014	Closed with non-monetary relief	Yes	No
Web	03/21/2014	Closed with explanation	Yes	No
Web	03/21/2014	Closed with explanation	Yes	No
Referral	03/21/2014	Closed with explanation	Yes	No
Web	03/18/2014	Closed with explanation	Yes	Yes
Referral	03/28/2014	Closed with monetary relief	Yes	No
Web	03/18/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

757512

759899

755521

813388

813440

742688

766457

755544

743565

752257

742825

763153

742872

753272

742981

773181

773107

764504

762650

772595

762093

Bank Account or Service Complaints

Based on Consumer Complaints

03/05/2014	Bank account or service	Checking account
03/10/2014	Bank account or service	Other bank product/service
03/05/2014	Bank account or service	Checking account
03/05/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	Other bank product/service
03/05/2014	Bank account or service	Checking account
03/26/2014	Bank account or service	Checking account
03/05/2014	Bank account or service	(CD) Certificate of deposit
03/05/2014	Bank account or service	(CD) Certificate of deposit
03/22/2014	Bank account or service	Other bank product/service
03/05/2014	Bank account or service	Savings account
03/13/2014	Bank account or service	Checking account
03/18/2014	Bank account or service	Checking account
03/05/2014	Bank account or service	Checking account
03/27/2014	Bank account or service	Checking account
03/23/2014	Bank account or service	Checking account
03/23/2014	Bank account or service	Checking account
03/23/2014	Bank account or service	Checking account
03/27/2014	Bank account or service	Checking account
03/23/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

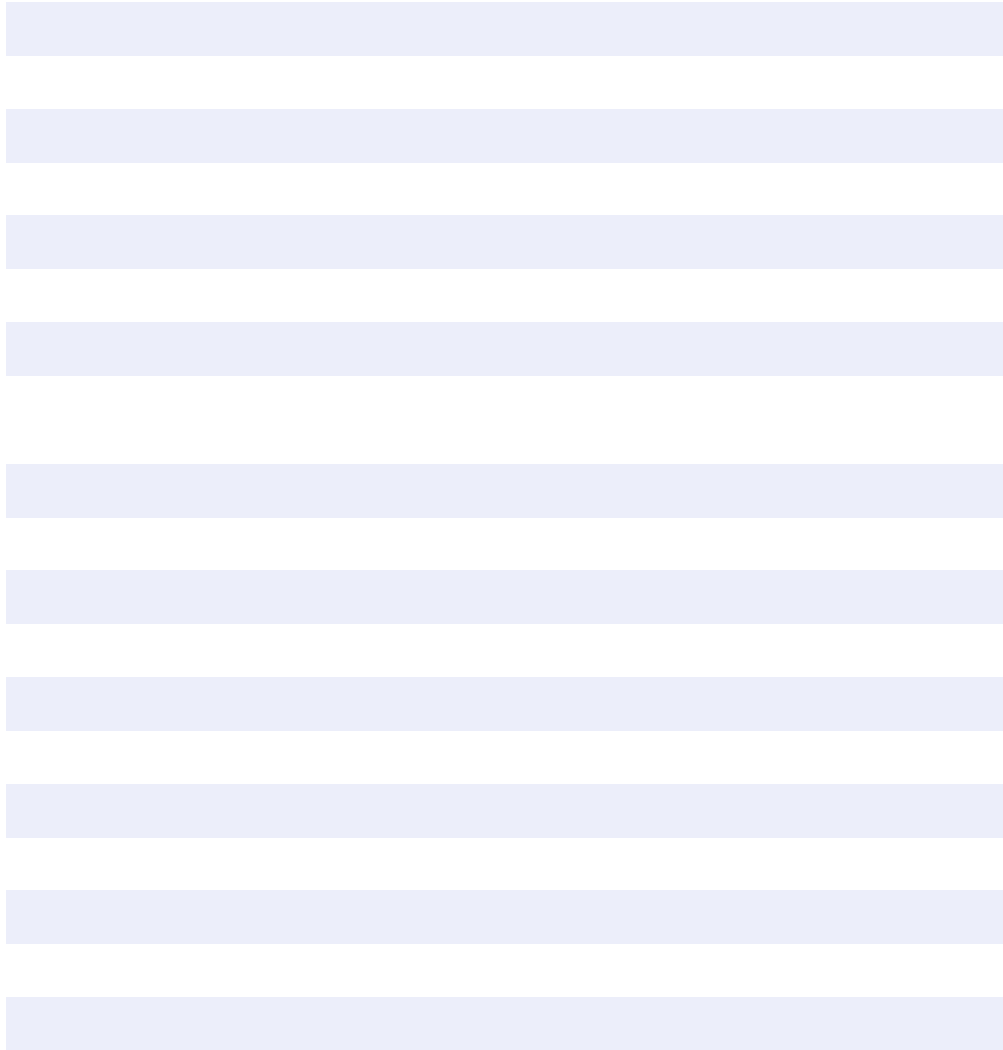
Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Fifth Third Financial Corporation	FL	32809		N/A
Bank of America	FL	33308		N/A
U.S. Bancorp	OR	97202		N/A
SunTrust Banks, Inc.	MD	20902		N/A
JPMorgan Chase & Co.	CA	92505		N/A
Regions Financial Corporation	AL	35210		N/A
Citibank	CA	92079		N/A
Regions Financial Corporation	FL	33024		N/A
Morgan Stanley	FL	34990	Older American, Servicemember	N/A
Bank of America	WA	98043		N/A
Bank of America	TX	75154		N/A
JPMorgan Chase & Co.	CA	94589		N/A
Bank of America	CA	90037		N/A
JPMorgan Chase & Co.	TX	77375		N/A
Wells Fargo & Company	MD	21228		N/A
SunTrust Banks, Inc.	CA	91001		N/A
U.S. Bancorp	CA	92647		N/A
JPMorgan Chase & Co.	CO	80010	Servicemember	N/A
Bank of America	MA	02493		N/A
BNY Mellon	NC	28104		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	03/04/2014	Closed with explanation	Yes	No
Phone	04/01/2014	Closed with explanation	Yes	No
Web	03/05/2014	Closed with explanation	Yes	No
Referral	03/06/2014	Closed with explanation	Yes	Yes
Referral	04/02/2014	Closed with explanation	Yes	No
Referral	03/06/2014	Closed with monetary relief	Yes	No
Referral	04/02/2014	Closed with monetary relief	Yes	No
Referral	03/07/2014	Closed with explanation	Yes	No
Phone	03/06/2014	Closed with explanation	Yes	No
Web	03/28/2014	Closed with explanation	Yes	No
Phone	03/06/2014	Closed	Yes	Yes
Phone	03/19/2014	Closed with explanation	Yes	No
Phone	03/21/2014	Closed with explanation	Yes	No
Web	03/05/2014	Closed with explanation	Yes	No
Referral	04/02/2014	Closed with non-monetary relief	Yes	No
Web	03/22/2014	Closed with monetary relief	Yes	No
Web	03/22/2014	Closed with explanation	Yes	No
Web	03/31/2014	Closed with explanation	Yes	No
Web	03/27/2014	Closed with explanation	Yes	No
Web	03/23/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

744087

752324

744136

744212

778213

744239

779812

745215

744303

773526

744359

767524

764268

743935

780659

773578

773582

773600

780701

773628

Bank Account or Service Complaints

Based on Consumer Complaints

03/05/2014	Bank account or service	Checking account
03/05/2014	Bank account or service	Savings account
03/14/2014	Bank account or service	Checking account
03/14/2014	Bank account or service	Other bank product/service
03/27/2014	Bank account or service	Other bank product/service
03/18/2014	Bank account or service	Other bank product/service
03/14/2014	Bank account or service	Other bank product/service
03/24/2014	Bank account or service	Checking account
03/27/2014	Bank account or service	Checking account
03/05/2014	Bank account or service	Checking account
03/05/2014	Bank account or service	Checking account
03/24/2014	Bank account or service	Checking account
03/05/2014	Bank account or service	Checking account
03/24/2014	Bank account or service	Other bank product/service
03/27/2014	Bank account or service	Checking account
03/05/2014	Bank account or service	Checking account
03/27/2014	Bank account or service	Savings account
03/18/2014	Bank account or service	Other bank product/service
03/18/2014	Bank account or service	Checking account
03/24/2014	Bank account or service	Other bank product/service
03/14/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

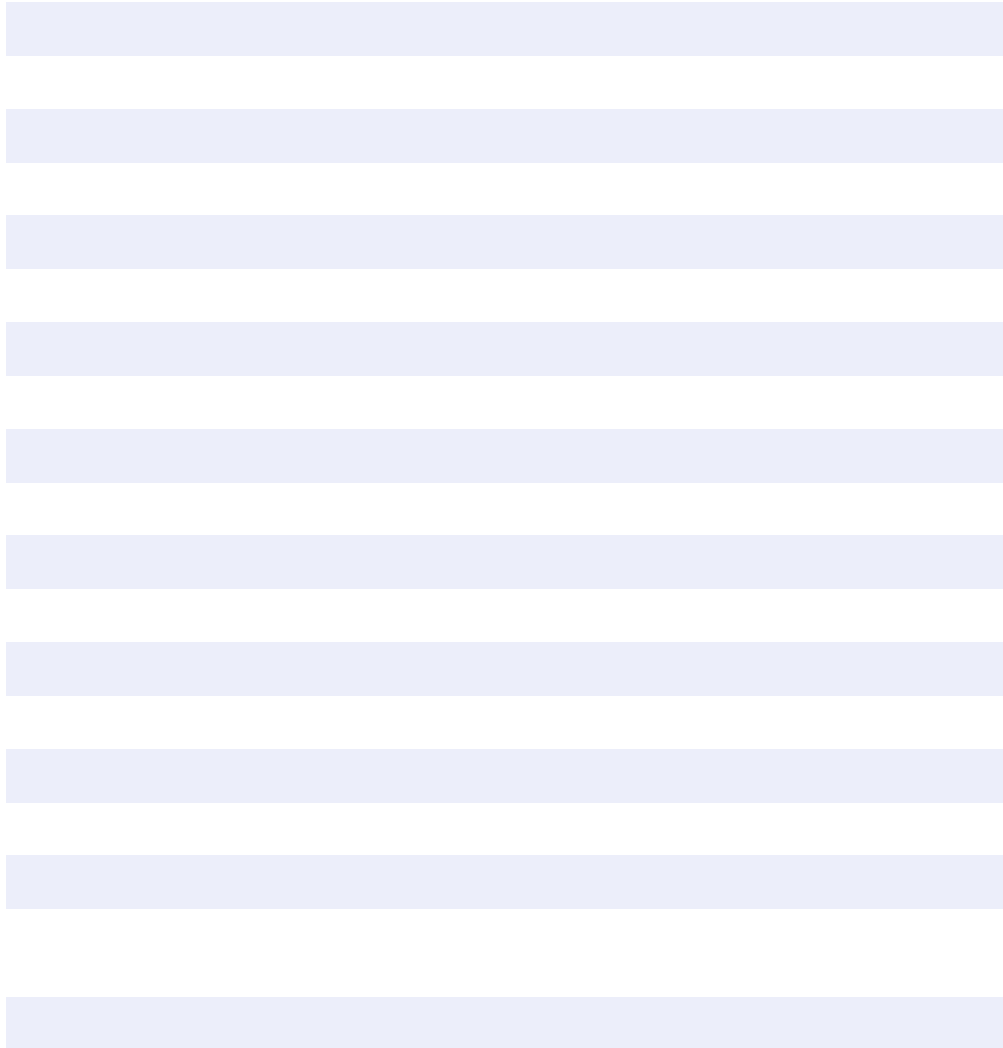
Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

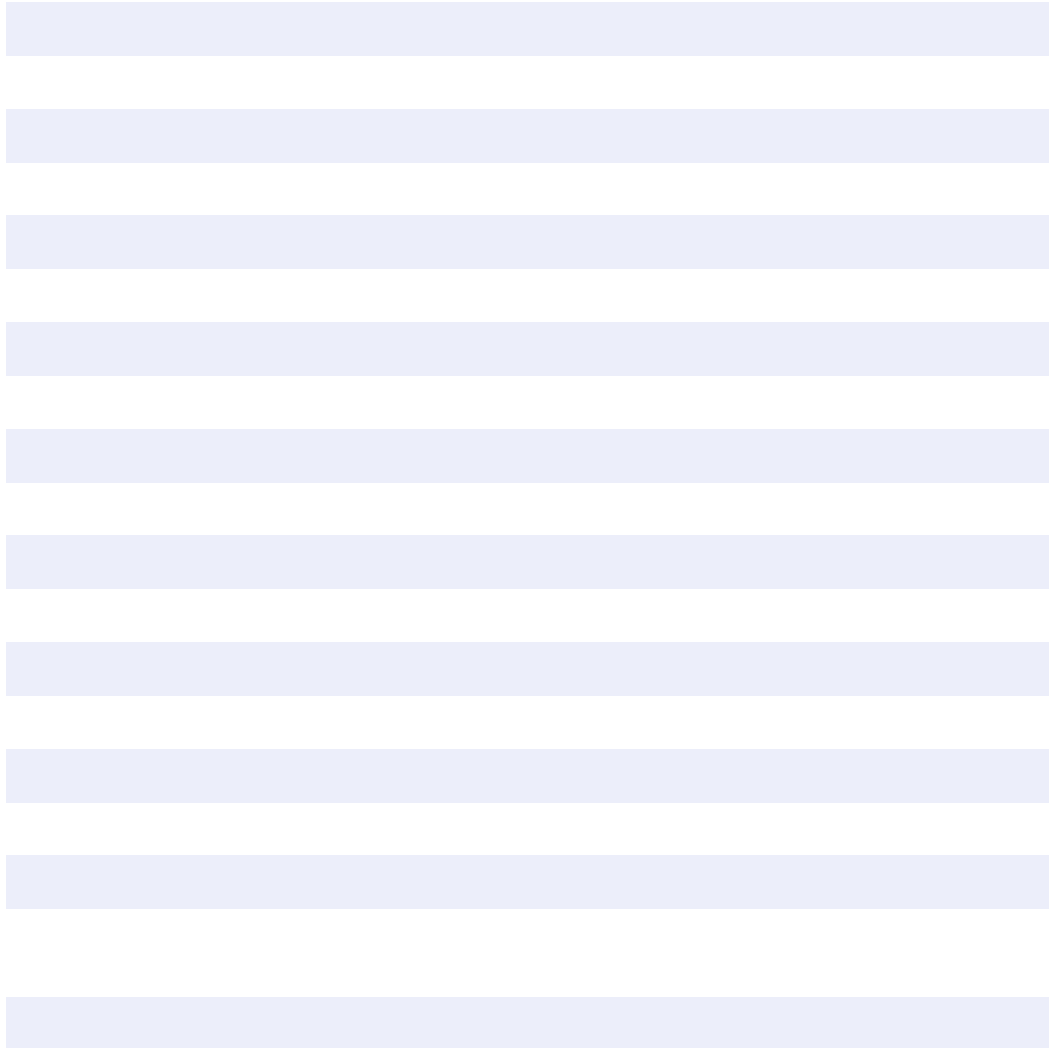
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	FL	34109		N/A
SunTrust Banks, Inc.	GA	30291	Servicemember	N/A
USAA Savings	NC	28314		N/A
BNY Mellon	AR	85737		N/A
Bank of America				N/A
JPMorgan Chase & Co.	KY	42129		N/A
Bank of America	OK	74133		N/A
Wells Fargo & Company	VA	23237		N/A
Union Bank	CA	92122		N/A
Citibank	NJ	07018		N/A
JPMorgan Chase & Co.	NJ	07016		N/A
HSBC North America Holdings Inc.	NY	11542		N/A
JPMorgan Chase & Co.	TX	76177		N/A
Ocwen	TN	37918		N/A
U.S. Bancorp	IL	60651		N/A
TD Bank US Holding Company	NJ	08869		N/A
Capital One	KS	66224		N/A
Webster Bank			Older American	N/A
JPMorgan Chase & Co.	GA	30021		N/A
UBS Bank	IL	60107	Older American, Servicemember	N/A
JPMorgan Chase & Co.	PA	18330	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	03/05/2014	Closed with non-monetary relief	Yes	No
Fax	03/06/2014	Closed with explanation	Yes	No
Web	03/14/2014	Closed with explanation	Yes	No
Referral	03/19/2014	Closed with explanation	Yes	Yes
Web	03/27/2014	Closed with explanation	Yes	No
Web	03/18/2014	Closed with explanation	Yes	No
Web	03/14/2014	Closed with explanation	Yes	No
Referral	03/31/2014	Closed with explanation	Yes	No
Referral	04/02/2014	Closed with explanation	Yes	Yes
Referral	03/07/2014	Closed with explanation	Yes	No
Referral	03/07/2014	Closed with explanation	Yes	No
Web	03/24/2014	Closed with monetary relief	Yes	No
Referral	03/07/2014	Closed with explanation	Yes	No
Referral	03/31/2014	Closed with explanation	Yes	No
Phone	03/31/2014	Closed with explanation	Yes	No
Web	03/05/2014	Closed with explanation	Yes	No
Web	03/27/2014	Closed with explanation	Yes	No
Phone	03/25/2014	Closed with explanation	Yes	Yes
Phone	03/21/2014	Closed with monetary relief	Yes	No
Web	05/22/2014	Closed	Yes	Yes
Web	03/14/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

744500

744508

757973

767602

780799

764438

757980

774557

780504

744735

746213

773914

744761

773949

780967

744848

781020

764679

764686

774058

767738

Bank Account or Service Complaints

Based on Consumer Complaints

03/05/2014	Bank account or service	Other bank product/service
03/05/2014	Bank account or service	Other bank product/service
03/24/2014	Bank account or service	Checking account
03/27/2014	Bank account or service	Other bank product/service
03/24/2014	Bank account or service	Savings account
03/18/2014	Bank account or service	Checking account
03/14/2014	Bank account or service	Checking account
03/27/2014	Bank account or service	Checking account
03/24/2014	Bank account or service	Checking account
03/24/2014	Bank account or service	Other bank product/service
03/18/2014	Bank account or service	Checking account
03/24/2014	Bank account or service	Checking account
03/18/2014	Bank account or service	Checking account
03/14/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Other bank product/service
04/01/2014	Bank account or service	Checking account
03/27/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	Checking account
03/24/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

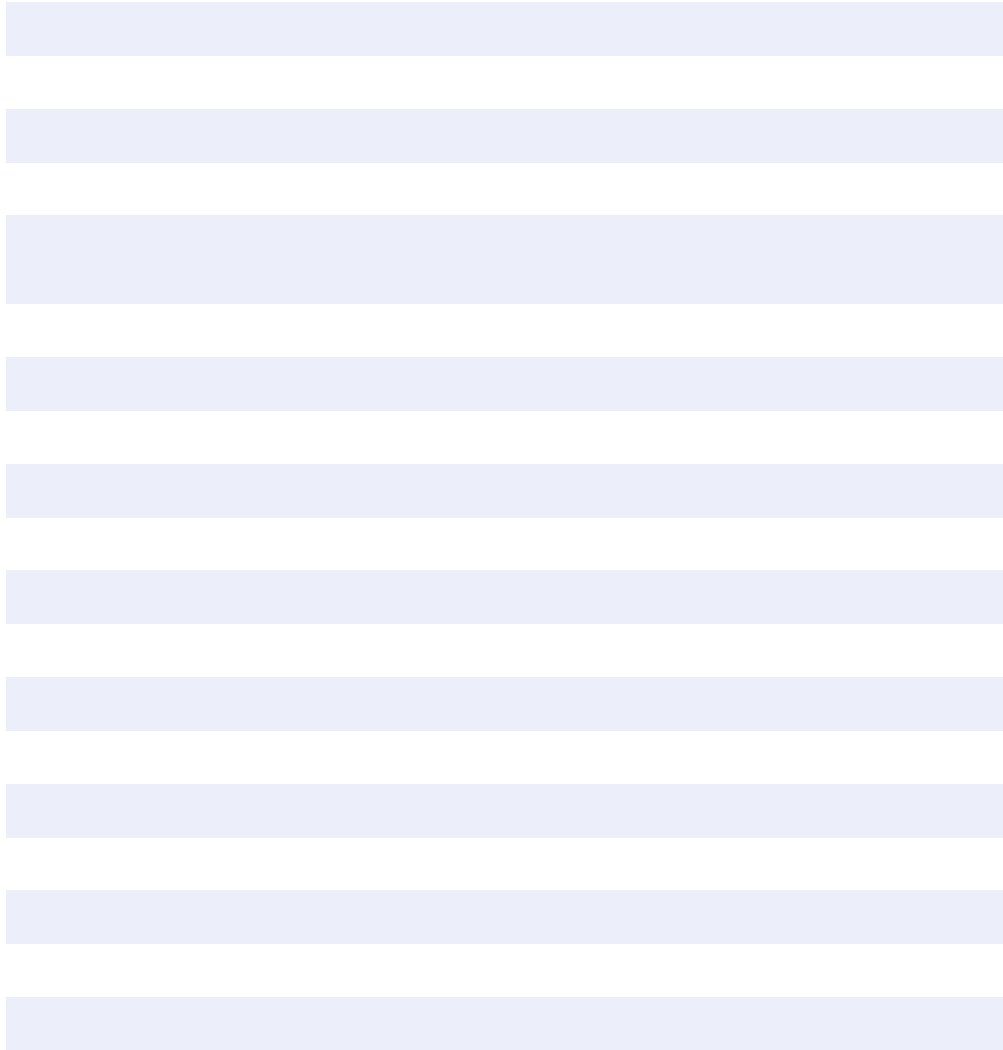
Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

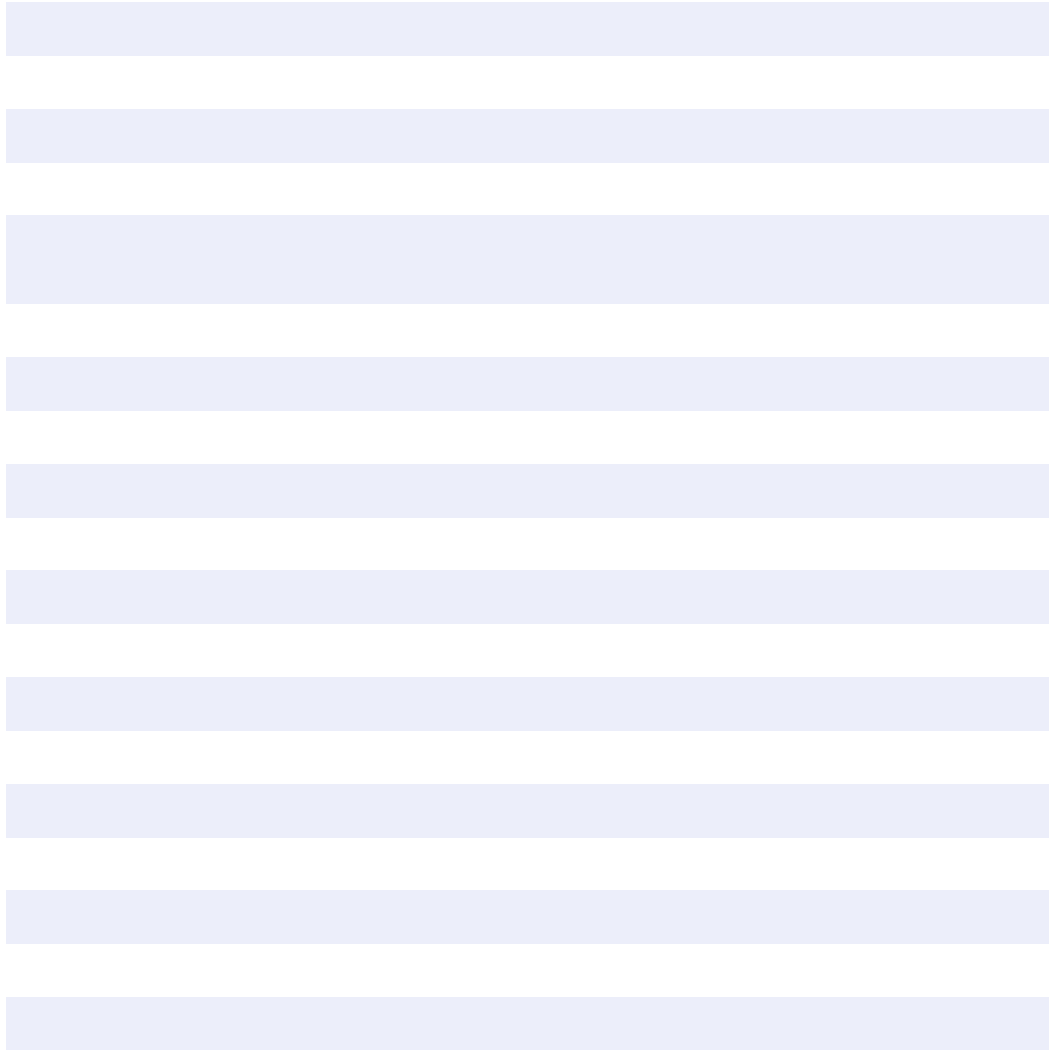
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Regions Financial Corporation	GA	30306		N/A
ERC	AR	72336	Servicemember	N/A
JPMorgan Chase & Co.	MA	02762		N/A
Bank of America	CA	91801		N/A
TD Bank US Holding Company	FL	32796	Older American	N/A
Wells Fargo & Company	AL	36360		N/A
Wells Fargo & Company	TX	76020	Older American, Servicemember	N/A
U.S. Bancorp	MO	64111		N/A
JPMorgan Chase & Co.	CA	92883		N/A
Comerica	NJ	08520		N/A
Santander Bank US	PA	19567		N/A
Navy FCU	VA	23605		N/A
Wells Fargo & Company	CA	92637		N/A
Wells Fargo & Company	FL	34957		N/A
HireRight Solutions, Inc.	AZ	86337		N/A
Bank of America	FL	33311		N/A
Santander Bank US	PA	19605	Older American	N/A
Wells Fargo & Company	MN	55411	Older American	N/A
Citizens Financial Group, Inc.	NH	03301		N/A
Wells Fargo & Company	SD	57108		N/A
Wells Fargo & Company	VA	23453		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	03/06/2014	Closed with explanation	Yes	No
Postal mail	03/10/2014	Closed with non-monetary relief	Yes	No
Phone	03/31/2014	Closed with explanation	Yes	No
Referral	04/02/2014	Closed with explanation	Yes	No
Phone	03/31/2014	Closed with explanation	Yes	No
Web	03/18/2014	Closed with monetary relief	Yes	No
Phone	03/19/2014	Closed with explanation	Yes	No
Phone	03/31/2014	Closed with explanation	Yes	Yes
Referral	03/31/2014	Closed with monetary relief	Yes	No
Referral	03/31/2014	Closed with explanation	Yes	No
Web	03/18/2014	Closed with explanation	Yes	No
Web	03/24/2014	Closed with explanation	Yes	No
Web	03/18/2014	Closed with monetary relief	Yes	No
Phone	03/19/2014	Closed with explanation	Yes	No
Web	03/25/2014	Closed with explanation	Yes	Yes
Referral	04/04/2014	Closed with monetary relief	Yes	No
Referral	04/02/2014	Closed	Yes	No
Fax	04/04/2014	Closed with explanation	Yes	No
Phone	04/30/2014	Closed with monetary relief	Yes	Yes
Referral	04/04/2014	Closed with monetary relief	Yes	No
Web	04/01/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

743717

743665

774178

780545

774235

764915

767790

781349

775440

774354

768529

774385

768535

767823

768545

787902

782775

787202

775371

788761

788286

Bank Account or Service Complaints

Based on Consumer Complaints

03/19/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	Savings account
03/24/2014	Bank account or service	(CD) Certificate of deposit
03/19/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	Checking account
03/19/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	Checking account
04/01/2014	Bank account or service	Savings account
04/01/2014	Bank account or service	Checking account
04/02/2014	Bank account or service	Checking account
04/05/2014	Bank account or service	Other bank product/service
04/05/2014	Bank account or service	Checking account
04/02/2014	Bank account or service	Checking account
04/02/2014	Bank account or service	Checking account
04/05/2014	Bank account or service	Checking account
04/02/2014	Bank account or service	Checking account
04/06/2014	Bank account or service	Checking account
04/06/2014	Bank account or service	Other bank product/service
04/02/2014	Bank account or service	Savings account
04/02/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

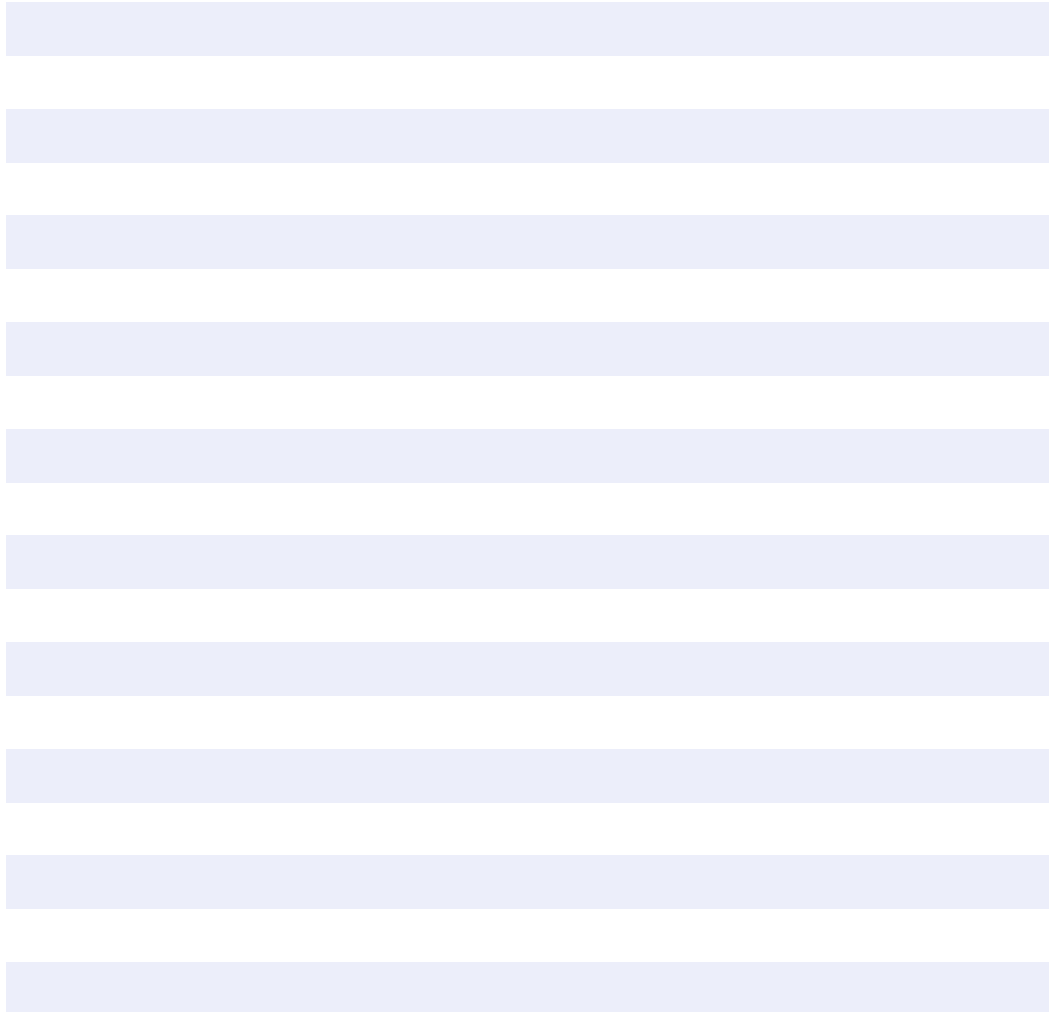
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	MA	01202		N/A
JPMorgan Chase & Co.	KY	41016		N/A
Comerica	MI	48322	Older American	N/A
Astoria Bank	CA	92701		N/A
Synovus Bank	AL	35244		N/A
Regions Financial Corporation	FL	33067		N/A
Wells Fargo & Company	CA	95661	Servicemember	N/A
Regions Financial Corporation	MS	39180		N/A
Wells Fargo & Company	NJ	07066		N/A
Bank of America	NY	14863		N/A
Wells Fargo & Company	TX	76248		N/A
Santander Bank US	PA	17023	Older American	N/A
U.S. Bancorp	WA	98296		N/A
JPMorgan Chase & Co.	NY	11379		N/A
Early Warning Services, LLC	FL	33126		N/A
HSBC North America Holdings Inc.	NY	10013		N/A
Bank of America	MD	20735		N/A
Santander Bank US	PA	19127		N/A
Wells Fargo & Company	NC	28803		N/A
BMO Harris	AZ	85012		N/A
Santander Bank US	NJ	07960		N/A
Wells Fargo & Company	MN	55128		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	03/19/2014	Closed with explanation	Yes	No
Web	03/19/2014	Closed with explanation	Yes	No
Postal mail	04/10/2014	Closed with explanation	Yes	No
Referral	03/31/2014	Closed with explanation	Yes	Yes
Phone	03/24/2014	Closed with explanation	Yes	Yes
Web	04/10/2014	Closed with monetary relief	Yes	No
Phone	04/10/2014	Closed with explanation	Yes	No
Referral	03/24/2014	Closed with monetary relief	Yes	No
Web	04/01/2014	Closed with explanation	Yes	Yes
Web	04/01/2014	Closed with monetary relief	Yes	No
Web	04/01/2014	Closed with explanation	Yes	No
Web	04/01/2014	Closed	Yes	No
Web	04/10/2014	Closed with explanation	Yes	Yes
Web	04/05/2014	Closed with explanation	Yes	No
Web	04/06/2014	Closed with explanation	Yes	No
Web	04/08/2014	Closed with explanation	Yes	No
Fax	04/09/2014	Closed with explanation	Yes	Yes
Web	04/02/2014	Closed with monetary relief	Yes	No
Web	04/06/2014	Closed with explanation	Yes	Yes
Web	04/06/2014	Closed with explanation	Yes	No
Referral	04/07/2014	Closed with monetary relief	Yes	Yes
Referral	04/07/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

768970

768978

789160

775389

766472

788416

788467

765081

788578

788667

789363

789379

795286

795344

790836

789677

795200

789852

795652

795987

789271

789953

Bank Account or Service Complaints

Based on Consumer Complaints

04/02/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Other bank product/service
04/07/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Other bank product/service
04/07/2014	Bank account or service	Savings account
04/07/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Other bank product/service
03/24/2014	Bank account or service	Checking account
04/11/2014	Bank account or service	Checking account
03/24/2014	Bank account or service	Checking account
03/24/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Checking account
04/16/2014	Bank account or service	Cashing a check without an account
03/24/2014	Bank account or service	Other bank product/service
03/24/2014	Bank account or service	Other bank product/service
03/24/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Other bank product/service
04/17/2014	Bank account or service	Checking account
04/17/2014	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

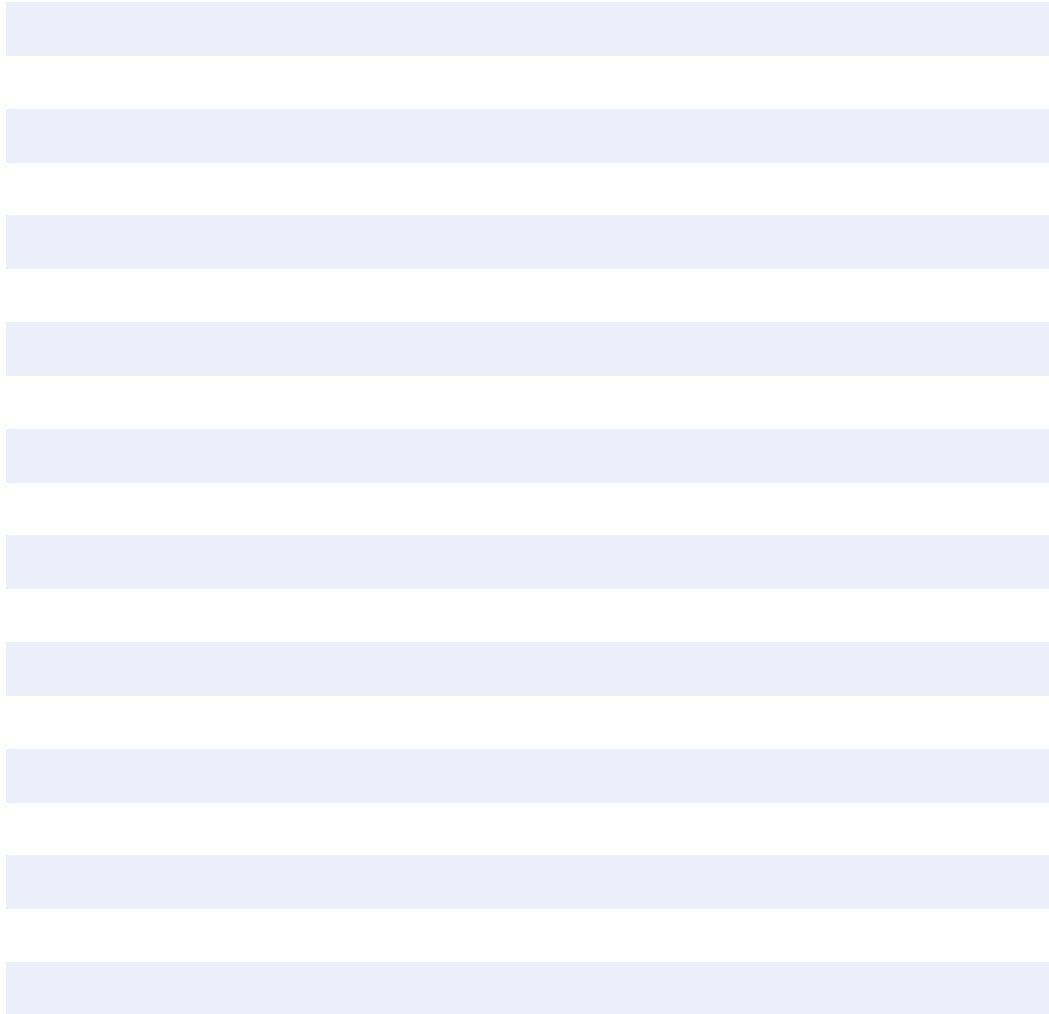
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	GA	30318	Servicemember	N/A
Bank of America	TX	77584		N/A
Wells Fargo & Company	CA	91750		N/A
Wells Fargo & Company	FL	32059		N/A
TD Bank US Holding Company	NY	10009		N/A
Bank of America	DE	19801		N/A
U.S. Bancorp	NV	89103		N/A
TD Bank US Holding Company	RI	02889		N/A
Pentagon FCU	TX	77071		N/A
Fidelity National Information Services, Inc. (FNIS)	CA	90631		N/A
Bank of America	MA	02118		N/A
Citizens Financial Group, Inc.	PA	19125		N/A
BBVA Compass	TX	76033		N/A
Wells Fargo & Company	AZ	85069		N/A
Bank of America	CA	95661		N/A
Delbert Services	VT	05753		N/A
Ally Financial Inc.	CA	95416	Older American	N/A
Bank of America	IL	60163		N/A
Citizens Financial Group, Inc.	DE	19977	Older American	N/A
U.S. Bancorp	CA	92373	Servicemember	N/A
Capital One	VA	20105		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	04/02/2014	Closed with monetary relief	Yes	No
Referral	04/09/2014	Closed with non-monetary relief	Yes	No
Referral	04/09/2014	Closed with explanation	Yes	No
Referral	04/24/2014	Closed with monetary relief	Yes	Yes
Referral	04/09/2014	Closed with explanation	Yes	No
Referral	04/09/2014	Closed with explanation	Yes	No
Referral	04/09/2014	Closed with monetary relief	Yes	No
Referral	04/09/2014	Closed with monetary relief	Yes	No
Referral	04/09/2014	Closed with explanation	Yes	No
Web	03/25/2014	Closed with explanation	Yes	Yes
Web	04/11/2014	Closed with explanation	Yes	No
Referral	04/10/2014	Closed with monetary relief	Yes	No
Referral	04/01/2014	Closed with explanation	Yes	No
Postal mail	04/09/2014	Closed with explanation	Yes	Yes
Web	04/22/2014	Closed with explanation	Yes	No
Referral	03/31/2014	Closed with explanation	Yes	No
Phone	03/31/2014	Closed with monetary relief	Yes	Yes
Web	03/24/2014	Closed with explanation	Yes	No
Phone	04/09/2014	Closed with explanation	Yes	Yes
Web	04/16/2014	Closed with explanation	Yes	No
Web	04/16/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

789974

796498

796258

796274

796420

796463

796256

797033

796983

775939

806135

775376

775397

796428

812180

774991

775042

775047

795859

812846

812905

Bank Account or Service Complaints

Based on Consumer Complaints

03/24/2014	Bank account or service	Checking account
04/17/2014	Bank account or service	Other bank product/service
04/07/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Checking account
03/24/2014	Bank account or service	Savings account
03/25/2014	Bank account or service	Other bank product/service
04/07/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Checking account
04/17/2014	Bank account or service	Checking account
03/25/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Other bank product/service
04/17/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Checking account
03/25/2014	Bank account or service	Other bank product/service
04/07/2014	Bank account or service	Checking account
04/17/2014	Bank account or service	Checking account
04/02/2014	Bank account or service	Checking account
04/17/2014	Bank account or service	Checking account
04/17/2014	Bank account or service	Savings account
04/02/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Citibank	NY	11542		N/A
Ocwen	NH	03102		N/A
PNC Bank N.A.	AL	35150		N/A
Bank of America	TN	37122		N/A
BBVA Compass	TX	77090	Older American	N/A
JPMorgan Chase & Co.	MI	48235		N/A
U.S. Bancorp	CA	90038		N/A
Boeing Employees' Credit Union	WA	98122		N/A
Whitney Bank	FL	33161		N/A
TD Bank US Holding Company	ME	04043		N/A
Wells Fargo & Company	NV	89101	Servicemember	N/A
Bank of America	PA	15237		N/A
JPMorgan Chase & Co.	NJ	07601		N/A
Wells Fargo & Company	FL	33023		N/A
Citibank	CA	90650		N/A
SunTrust Banks, Inc.	FL	34293		N/A
Bank of America	NV	89128		N/A
HSBC North America Holdings Inc.	VA	20189		N/A
TD Bank US Holding Company	NJ	08037		N/A
JPMorgan Chase & Co.	CA	93901		N/A
JPMorgan Chase & Co.	NY	10301		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	03/31/2014	Closed with non-monetary relief	Yes	No
Web	04/22/2014	Closed with explanation	Yes	No
Web	04/07/2014	Closed with explanation	Yes	No
Web	04/07/2014	Closed with explanation	Yes	No
Phone	04/09/2014	Closed with monetary relief	Yes	No
Referral	03/31/2014	Closed with explanation	Yes	No
Web	03/24/2014	Closed with monetary relief	Yes	No
Referral	04/10/2014	Closed with explanation	Yes	No
Referral	04/14/2014	Closed with explanation	Yes	No
Referral	04/23/2014	Closed with explanation	Yes	No
Postal mail	04/01/2014	Closed with explanation	Yes	No
Web	04/10/2014	Closed with explanation	Yes	Yes
Web	04/22/2014	Closed with explanation	Yes	No
Phone	04/10/2014	Closed with explanation	Yes	Yes
Phone	03/31/2014	Closed with explanation	Yes	No
Phone	04/10/2014	Closed with monetary relief	Yes	No
Web	04/17/2014	Closed with non-monetary relief	Yes	No
Phone	04/07/2014	Closed with explanation	Yes	No
Referral	04/22/2014	Closed with monetary relief	Yes	No
Referral	04/22/2014	Closed with monetary relief	Yes	No
Referral	04/07/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

775106

812958

795949

796686

796750

775280

776033

796158

797235

813915

778011

796938

813167

797039

776254

797090

813364

790046

813409

813418

790467

Bank Account or Service Complaints

Based on Consumer Complaints

04/02/2014	Bank account or service	Checking account
04/02/2014	Bank account or service	Checking account
04/02/2014	Bank account or service	Savings account
03/27/2014	Bank account or service	Checking account
04/07/2014	Bank account or service	Other bank product/service
04/02/2014	Bank account or service	Checking account
03/25/2014	Bank account or service	Checking account
04/11/2014	Bank account or service	Other bank product/service
04/02/2014	Bank account or service	Savings account
04/17/2014	Bank account or service	Savings account
04/02/2014	Bank account or service	Checking account
03/25/2014	Bank account or service	Other bank product/service
03/28/2014	Bank account or service	Savings account
04/02/2014	Bank account or service	(CD) Certificate of deposit
03/25/2014	Bank account or service	Checking account
03/25/2014	Bank account or service	Checking account
03/28/2014	Bank account or service	Other bank product/service
04/17/2014	Bank account or service	(CD) Certificate of deposit
03/28/2014	Bank account or service	Checking account
04/17/2014	Bank account or service	Checking account
04/08/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NY	11377		N/A
M&T Bank Corporation	NY	12729		N/A
Santander Bank US	PA	16803		N/A
Bank of America	FL	33009		N/A
BMW Financial Services	MD	20785		N/A
USAA Savings				N/A
Citibank	NY	10039		N/A
Wells Fargo & Company	NJ	08085		N/A
Bank of America	AZ	85745		N/A
JPMorgan Chase & Co.	WA	99217		N/A
Capital One	MD	20721	Older American	N/A
OneMain Financial Holdings, LLC	TX	76119		N/A
Fifth Third Financial Corporation	MI	48390		N/A
Citibank	WA	98664	Older American	N/A
Wells Fargo & Company	CO	80301		N/A
Regions Financial Corporation	LA	71327		N/A
Bank of America	TX	76028		N/A
Capital One	NY	11776		N/A
JPMorgan Chase & Co.	CO	80003		N/A
Bank of America	NJ	07075		N/A
JPMorgan Chase & Co.	MA	02446		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	04/07/2014	Closed with monetary relief	Yes	No
Referral	04/07/2014	Closed	Yes	No
Referral	04/07/2014	Closed	Yes	No
Web	03/27/2014	Closed with monetary relief	Yes	No
Phone	04/10/2014	Closed with explanation	Yes	No
Referral	04/07/2014	Closed with explanation	Yes	Yes
Referral	04/01/2014	Closed with non-monetary relief	Yes	No
Web	04/16/2014	Closed with explanation	Yes	No
Web	04/02/2014	Closed with explanation	Yes	No
Web	04/17/2014	Closed with explanation	Yes	No
Web	04/06/2014	Closed with explanation	Yes	No
Postal mail	04/01/2014	Closed with explanation	Yes	No
Referral	04/03/2014	Closed with explanation	Yes	Yes
Phone	04/07/2014	Closed with explanation	Yes	No
Postal mail	04/01/2014	Closed with explanation	Yes	No
Phone	03/31/2014	Closed with explanation	Yes	Yes
Postal mail	04/03/2014	Closed with explanation	Yes	No
Web	04/22/2014	Closed with monetary relief	Yes	No
Web	03/28/2014	Closed with explanation	Yes	No
Phone	04/23/2014	Closed with explanation	Yes	No
Web	04/07/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

790491

790593

790782

782717

797310

790822

777466

805096

790330

813684

790338

776401

783558

790453

776819

777995

782921

813951

783050

814011

798312

Bank Account or Service Complaints

Based on Consumer Complaints

03/28/2014	Bank account or service	Other bank product/service
04/17/2014	Bank account or service	Checking account
04/11/2014	Bank account or service	Checking account
04/11/2014	Bank account or service	Checking account
03/28/2014	Bank account or service	Checking account
03/28/2014	Bank account or service	Checking account
04/02/2014	Bank account or service	Checking account
04/11/2014	Bank account or service	Checking account
04/08/2014	Bank account or service	Checking account
04/02/2014	Bank account or service	Checking account
04/08/2014	Bank account or service	Checking account
04/11/2014	Bank account or service	Other bank product/service
04/14/2014	Bank account or service	Checking account
03/28/2014	Bank account or service	Other bank product/service
04/28/2014	Bank account or service	Checking account
04/03/2014	Bank account or service	Other bank product/service
04/11/2014	Bank account or service	Checking account
03/28/2014	Bank account or service	Checking account
04/18/2014	Bank account or service	Savings account
03/28/2014	Bank account or service	Other bank product/service
03/28/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

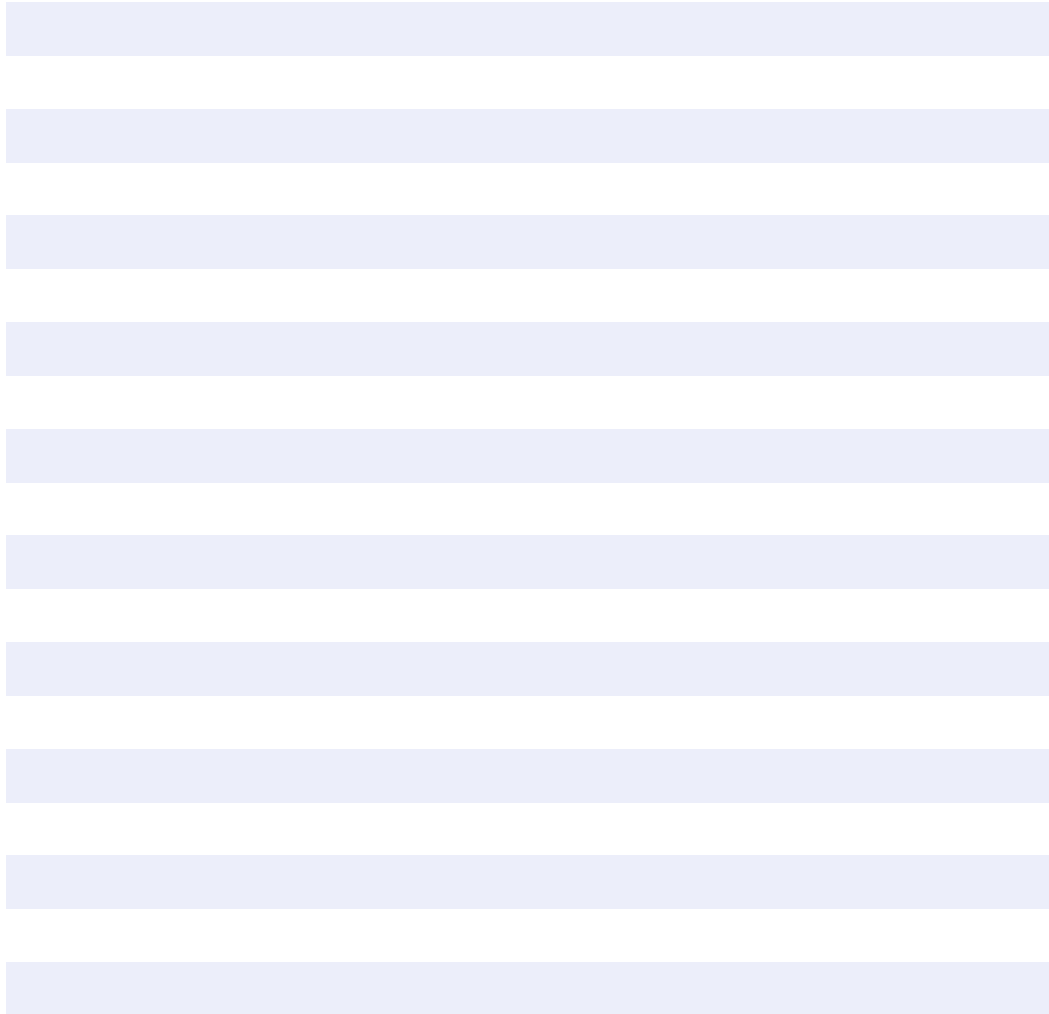
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	TX	76028		N/A
TD Bank US Holding Company	FL	34472		N/A
Wells Fargo & Company	MD	20774		N/A
Bank of America	FL	32703		N/A
The Huntington National Bank			Servicemember	N/A
USAA Savings	MI	48321	Servicemember	N/A
Bank of America	MD	21222		N/A
Bank of America	AR	72715	Servicemember	N/A
JPMorgan Chase & Co.	MI	48239		N/A
Wells Fargo & Company	WA	98503		N/A
Santander Bank US	NJ	08816	Older American	N/A
U.S. Bancorp	GA	31719		N/A
JPMorgan Chase & Co.	FL	33025		N/A
Ally Financial Inc.	CA	90011		N/A
Santander Bank US	RI	02886		N/A
Bank of America	IA	50310		N/A
JPMorgan Chase & Co.	AZ	85205		N/A
TCF National Bank	MI	48219		N/A
Capital One	UT	84011		N/A
Bank of America	CA	90011		N/A
Amex	CA	90011		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	04/03/2014	Closed with explanation	Yes	No
Web	04/23/2014	Closed with explanation	Yes	No
Web	04/11/2014	Closed with monetary relief	Yes	No
Web	04/14/2014	Closed with non-monetary relief	Yes	No
Phone	03/31/2014	Closed with monetary relief	Yes	No
Phone	04/03/2014	Closed with monetary relief	Yes	No
Referral	04/07/2014	Closed with explanation	Yes	No
Web	04/16/2014	Closed with explanation	Yes	No
Referral	04/10/2014	Closed with explanation	Yes	No
Referral	04/07/2014	Closed with explanation	Yes	No
Phone	04/09/2014	Closed	Yes	No
Web	04/11/2014	Closed with explanation	Yes	No
Referral	04/17/2014	Closed with explanation	Yes	No
Fax	04/03/2014	Closed with explanation	Yes	No
Phone	04/29/2014	Closed	Yes	No
Web	04/02/2014	Closed with explanation	Yes	No
Phone	04/16/2014	Closed with explanation	Yes	No
Referral	04/18/2014	Closed with explanation	Yes	No
Web	04/17/2014	Closed with explanation	Yes	No
Fax	04/04/2014	Closed with explanation	Yes	No
Fax	04/04/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

782924

814094

805400

805404

783133

782846

790705

805420

798355

790729

798386

805474

807783

783246

829333

791398

805588

782633

814909

783255

783262

Bank Account or Service Complaints

Based on Consumer Complaints

03/28/2014	Bank account or service	Other bank product/service
04/03/2014	Bank account or service	Checking account
04/03/2014	Bank account or service	Checking account
03/28/2014	Bank account or service	Checking account
04/03/2014	Bank account or service	Checking account
04/03/2014	Bank account or service	Other bank product/service
04/18/2014	Bank account or service	Checking account
04/28/2014	Bank account or service	Checking account
04/08/2014	Bank account or service	Other bank product/service
04/03/2014	Bank account or service	Other bank product/service
04/28/2014	Bank account or service	Checking account
04/12/2014	Bank account or service	Checking account
04/12/2014	Bank account or service	Checking account
04/12/2014	Bank account or service	Savings account
04/08/2014	Bank account or service	Other bank product/service
04/08/2014	Bank account or service	Checking account
04/08/2014	Bank account or service	Checking account
03/28/2014	Bank account or service	Checking account
04/12/2014	Bank account or service	Checking account
04/28/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

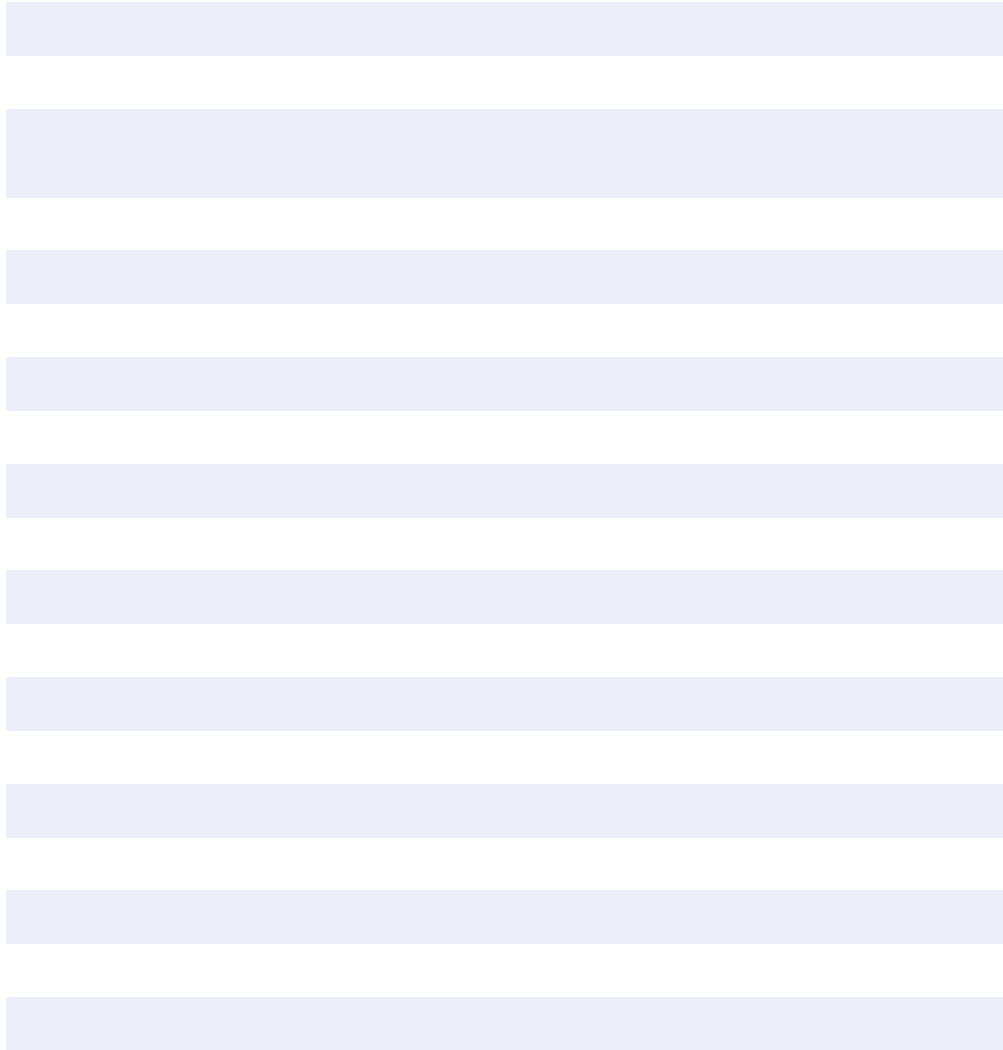
Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

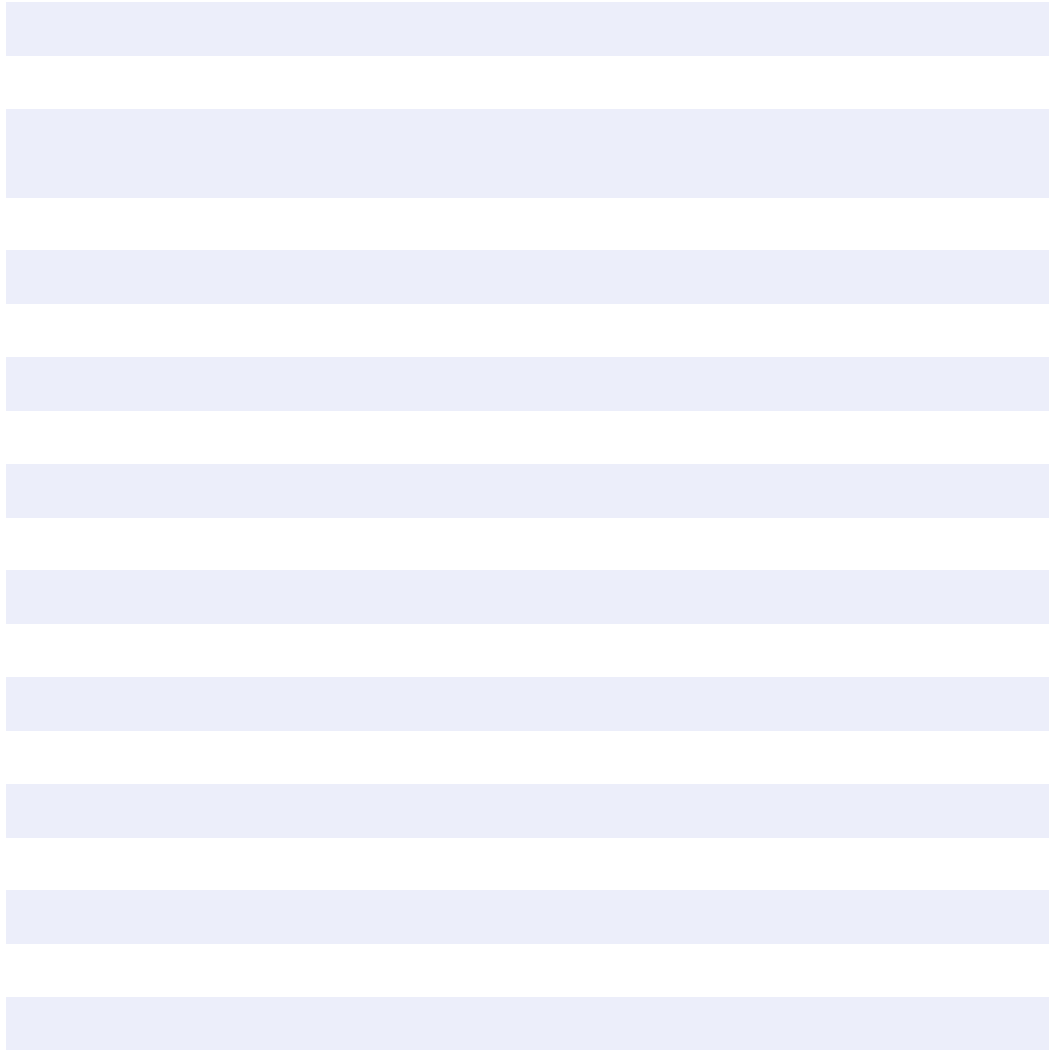
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Citibank	CA	90011		N/A
Wells Fargo & Company	NM	87181		N/A
BB&T Financial	FL	34953		N/A
Wells Fargo & Company	NJ	08054	Older American, Servicemember	N/A
JPMorgan Chase & Co.	NY	11779		N/A
BMO Harris	WI	53805		N/A
Pentagon FCU	PA	19350		N/A
Wells Fargo & Company	SC	29730		N/A
BNY Mellon	IN	46259		N/A
Bank of America	GA	30265		N/A
Citizens Financial Group, Inc.	MA	01961	Servicemember	N/A
TD Bank US Holding Company	RI	02916		N/A
Regions Financial Corporation	LA	70435		N/A
Santander Bank US	MA	02120		N/A
Bank of America	NC	27292		N/A
Regions Financial Corporation	FL	32746		N/A
PNC Bank N.A.	DE	19970		N/A
Bank of America	CA	95453	Older American	N/A
Bank of America	CA	90805		N/A
BOK Financial Corp	OK	73097	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Fax	04/04/2014	Closed with explanation	Yes	No
Referral	04/07/2014	Closed with explanation	Yes	No
Referral	05/14/2014	Closed with explanation	Yes	Yes
Phone	04/04/2014	Closed with explanation	Yes	Yes
Web	04/03/2014	Closed with explanation	Yes	Yes
Web	04/07/2014	Closed with explanation	Yes	Yes
Web	04/18/2014	Closed with monetary relief	Yes	No
Postal mail	04/30/2014	Closed with monetary relief	Yes	No
Referral	04/10/2014	Closed with explanation	Yes	No
Web	04/03/2014	Closed with explanation	Yes	No
Postal mail	04/30/2014	Closed with monetary relief	Yes	No
Web	04/12/2014	Closed with explanation	Yes	No
Web	04/12/2014	Closed with explanation	Yes	No
Web	04/12/2014	Closed	Yes	No
Web	04/08/2014	Closed with monetary relief	Yes	No
Web	04/08/2014	Closed with non-monetary relief	Yes	Yes
Phone	04/10/2014	Closed with explanation	Yes	No
Web	03/28/2014	Closed with explanation	Yes	No
Web	04/14/2014	Closed with explanation	Yes	No
Web	04/28/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

783263

791469

792750

783309

791499

791511

815009

827876

799352

791640

827079

806177

806332

806358

799647

798088

798908

783724

806387

828037

Bank Account or Service Complaints

Based on Consumer Complaints

04/12/2014	Bank account or service	Other bank product/service
04/28/2014	Bank account or service	Checking account
04/08/2014	Bank account or service	Checking account
03/28/2014	Bank account or service	Checking account
04/03/2014	Bank account or service	Other bank product/service
03/28/2014	Bank account or service	Checking account
04/03/2014	Bank account or service	Checking account
04/28/2014	Bank account or service	Other bank product/service
04/28/2014	Bank account or service	Checking account
04/28/2014	Bank account or service	Checking account
04/03/2014	Bank account or service	Other bank product/service
04/14/2014	Bank account or service	Checking account
03/29/2014	Bank account or service	Checking account
04/14/2014	Bank account or service	Savings account
03/29/2014	Bank account or service	Other bank product/service
03/29/2014	Bank account or service	Checking account
04/28/2014	Bank account or service	Checking account
04/28/2014	Bank account or service	Savings account
04/14/2014	Bank account or service	Checking account
04/22/2014	Bank account or service	Checking account
04/03/2014	Bank account or service	Other bank product/service
04/22/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Citibank	NY	14302		N/A
JPMorgan Chase & Co.	NM	88345		N/A
Bank of America	CA	94541		N/A
Regions Financial Corporation	MS	39047	Older American	N/A
Santander Consumer USA Holdings Inc	OH	43607		N/A
People's United Bank	CT	06706		N/A
JPMorgan Chase & Co.	AZ	85014		N/A
Google Inc.	CT	06320		N/A
PNC Bank N.A.	PA	15120		N/A
Bank of America	CA	90046		N/A
Capital One	CA	91405		N/A
Bank of the West	CA	94127		N/A
Wells Fargo & Company	MO	64485		N/A
Fifth Third Financial Corporation	KY	40245		N/A
Capital One	TX	77469		N/A
TD Bank US Holding Company	NJ	07002		N/A
TCF National Bank	MN	55413		N/A
Wells Fargo & Company	VA	22309		N/A
Citizens Financial Group, Inc.	MA	02474		N/A
M&T Bank Corporation	DE	19946		N/A
Union Bank	CA	94549		N/A
Bank of America	SD	57769		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	04/16/2014	Closed with explanation	Yes	No
Postal mail	04/30/2014	Closed with explanation	Yes	Yes
Web	04/10/2014	Closed with explanation	Yes	No
Web	03/28/2014	Closed	Yes	Yes
Phone	04/07/2014	Closed with explanation	Yes	Yes
Web	04/10/2014	Closed with explanation	Yes	No
Web	04/03/2014	Closed with monetary relief	Yes	No
Web	06/02/2014	Closed with explanation	Yes	No
Referral	04/30/2014	Closed with explanation	Yes	No
Web	04/28/2014	Closed with monetary relief	No	No
Referral	04/08/2014	Closed with explanation	Yes	No
Referral	04/17/2014	Closed with explanation	Yes	No
Web	03/28/2014	Closed with explanation	Yes	No
Web	04/14/2014	Closed with monetary relief	Yes	No
Web	04/17/2014	Closed with explanation	Yes	No
Web	03/31/2014	Closed with explanation	Yes	No
Postal mail	04/29/2014	Closed with explanation	Yes	No
Phone	05/05/2014	Closed with explanation	Yes	No
Phone	04/22/2014	Closed with monetary relief	Yes	Yes
Referral	04/24/2014	Closed with explanation	Yes	No
Web	04/03/2014	Closed with explanation	Yes	No
Web	04/22/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

806195

828932

799045

784490

791852

783884

791875

827094

829877

828732

791953

807739

784605

807127

784638

784684

828771

828510

807220

819609

792248

819714

Bank Account or Service Complaints

Based on Consumer Complaints

04/22/2014	Bank account or service	Checking account
04/14/2014	Bank account or service	Checking account
03/30/2014	Bank account or service	Other bank product/service
04/29/2014	Bank account or service	Checking account
04/14/2014	Bank account or service	Other bank product/service
04/29/2014	Bank account or service	Checking account
04/22/2014	Bank account or service	Checking account
04/22/2014	Bank account or service	Checking account
04/14/2014	Bank account or service	Savings account
04/23/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Checking account
04/03/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Checking account
04/14/2014	Bank account or service	Checking account
04/14/2014	Bank account or service	Checking account
04/03/2014	Bank account or service	Other bank product/service
04/03/2014	Bank account or service	Other bank product/service
04/15/2014	Bank account or service	Checking account
04/15/2014	Bank account or service	Checking account
04/15/2014	Bank account or service	Checking account
04/15/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	FL	33025	Older American	N/A
PNC Bank N.A.	PA	19311		N/A
PayPal Holdings, Inc.	FL	33603		N/A
HSBC North America Holdings Inc.	CA	94109		N/A
Citibank	GA	30328		N/A
SunTrust Banks, Inc.	TN	37918		N/A
BNY Mellon	NY	10471		N/A
Wells Fargo & Company	CA	95222	Older American	N/A
Bank of America	VA	20176		N/A
Wells Fargo & Company	TX	77642		N/A
Banco Santander Puerto Rico	PR	00795	Older American	N/A
U.S. Bancorp	MN	55434		N/A
Bank of America	CA	90220	Servicemember	N/A
Wells Fargo & Company	MD	20646		N/A
Wells Fargo & Company	FL	32217		N/A
Capital One	PA	19076		N/A
Enova International, Inc.	IL	60005		N/A
Bank of Hawaii	HI	96707		N/A
USAA Savings	NM	87301		N/A
TD Bank US Holding Company	FL	33417		N/A
Navy FCU	WI	53208		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	04/25/2014	Closed with explanation	Yes	No
Referral	04/17/2014	Closed with explanation	Yes	Yes
Web	03/31/2014	Closed with explanation	Yes	No
Web	04/29/2014	Closed with explanation	Yes	No
Phone	04/18/2014	Closed with monetary relief	Yes	No
Referral	05/01/2014	Closed with monetary relief	Yes	No
Referral	04/25/2014	Closed with explanation	Yes	No
Phone	04/25/2014	Closed with explanation	Yes	No
Web	04/14/2014	Closed with explanation	Yes	Yes
Referral	04/25/2014	Closed with explanation	Yes	No
Postal mail	05/01/2014	Closed with explanation	Yes	No
Web	04/03/2014	Closed with explanation	Yes	No
Phone	04/25/2014	Closed with monetary relief	Yes	No
Web	04/14/2014	Closed with explanation	Yes	No
Web	04/14/2014	Closed with explanation	Yes	No
Referral	04/08/2014	Closed with explanation	Yes	No
Phone	04/08/2014	Closed with explanation	Yes	No
Referral	04/18/2014	Closed with explanation	Yes	Yes
Referral	04/17/2014	Closed with explanation	Yes	No
Referral	04/17/2014	Closed with explanation	Yes	No
Postal mail	04/18/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

818338

806771

785030

829572

807549

830133

819867

819907

807784

821176

821107

792307

821216

808046

808818

792419

792486

809302

810557

809475

808673

Bank Account or Service Complaints

Based on Consumer Complaints

04/23/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Checking account
04/15/2014	Bank account or service	Checking account
04/15/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Other bank product/service
04/23/2014	Bank account or service	Checking account
04/09/2014	Bank account or service	Checking account
04/04/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Checking account
04/04/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Checking account
04/04/2014	Bank account or service	Other bank product/service
04/23/2014	Bank account or service	Other bank product/service
04/23/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Other bank product/service
04/23/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Checking account
04/04/2014	Bank account or service	Checking account
04/09/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

BB&T Financial	FL	33604		N/A
Wells Fargo & Company	CA	90005		N/A
Wells Fargo & Company	GA	31021		N/A
Capital One	TX	78258		N/A
Ally Financial Inc.	CT	06082		N/A
PNC Bank N.A.	IN	46205	Older American	N/A
Bank of America	NY	10458		N/A
Union Bank	CA	93063		N/A
Citibank	NY	11358		N/A
U.S. Bancorp	CA	92562	Older American	N/A
Union Bank	CA	93063		N/A
Santander Bank US	NJ	07005		N/A
Citizens Financial Group, Inc.	RI	02914		N/A
Synchrony Financial	NC	27012		N/A
SunTrust Banks, Inc.	GA	31313	Servicemember	N/A
PayPal Holdings, Inc.	OR	97080	Older American	N/A
JPMorgan Chase & Co.	CA	94591		N/A
Whitney Bank	LA	70447	Older American	N/A
HSBC North America Holdings Inc.	SC	29477	Older American	N/A
Citibank	NY	11231		N/A
TD Bank US Holding Company	NJ	08527		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	04/28/2014	Closed with explanation	Yes	No
Referral	04/28/2014	Closed with explanation	Yes	No
Phone	04/28/2014	Closed with explanation	Yes	No
Phone	04/18/2014	Closed with explanation	No	No
Web	04/15/2014	Closed with explanation	Yes	No
Phone	04/28/2014	Closed with explanation	Yes	No
Web	04/23/2014	Closed with monetary relief	Yes	No
Postal mail	04/21/2014	Closed with explanation	Yes	No
Web	04/08/2014	Closed with monetary relief	Yes	No
Web	04/23/2014	Closed with explanation	Yes	Yes
Fax	04/14/2014	Closed with explanation	Yes	No
Phone	04/28/2014	Closed	Yes	No
Fax	04/08/2014	Closed with explanation	Yes	Yes
Referral	04/28/2014	Closed with explanation	Yes	No
Phone	04/28/2014	Closed with monetary relief	Yes	No
Referral	04/28/2014	Closed with monetary relief	Yes	No
Referral	04/28/2014	Closed with monetary relief	Yes	No
Referral	04/28/2014	Closed with explanation	Yes	No
Fax	04/28/2014	Closed with explanation	Yes	No
Web	04/04/2014	Closed with monetary relief	Yes	No
Web	04/09/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

820769

820770

821803

809468

809516

821866

821874

800192

793547

820915

793614

822043

793735

822141

822145

822138

820783

820785

820681

794000

801999

Bank Account or Service Complaints

Based on Consumer Complaints

04/04/2014	Bank account or service	Checking account
04/04/2014	Bank account or service	(CD) Certificate of deposit
04/04/2014	Bank account or service	Checking account
04/09/2014	Bank account or service	Checking account
04/09/2014	Bank account or service	Other bank product/service
04/23/2014	Bank account or service	Checking account
04/09/2014	Bank account or service	Checking account
04/23/2014	Bank account or service	Checking account
04/04/2014	Bank account or service	Checking account
04/09/2014	Bank account or service	Checking account
04/04/2014	Bank account or service	Checking account
04/04/2014	Bank account or service	Checking account
04/09/2014	Bank account or service	Other bank product/service
04/04/2014	Bank account or service	Checking account
04/04/2014	Bank account or service	Other bank product/service
04/09/2014	Bank account or service	Other bank product/service
04/10/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Other bank product/service
04/10/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Deposits and withdrawals

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

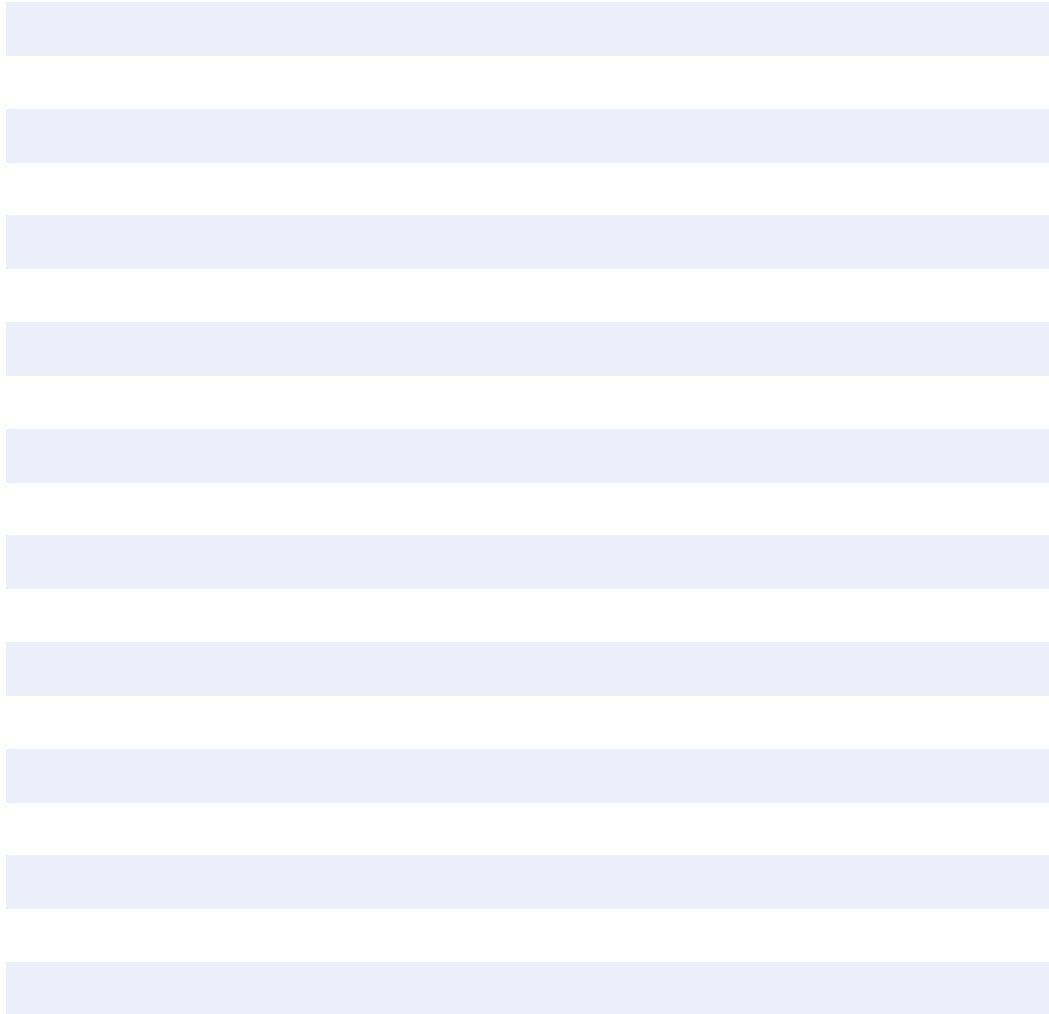
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	CA	94533	Older American	N/A
M&T Bank Corporation	MD	21771	Older American	N/A
USAA Savings	IL	60517		N/A
Wells Fargo & Company	MD	21234		N/A
Bank of America	FL	34695	Older American	N/A
USAA Savings	KY	40214		N/A
JPMorgan Chase & Co.	CA	93552	Older American	N/A
Bank of America	FL	33407		N/A
UMB Bank	KS	66030		N/A
Wells Fargo & Company	NJ	07840		N/A
Bank of America	TX	78727		N/A
BB&T Financial	PA	19343		N/A
Citibank	FL	33441		N/A
Bank of America	CA	91204		N/A
U.S. Bancorp	IN	46901	Older American	N/A
HSBC North America Holdings Inc.	NY	12110		N/A
Citizens Financial Group, Inc.	NY	14206		N/A
SunTrust Banks, Inc.	FL	33605		N/A
Jim Bottin Enterprises, Inc	NY	11746		N/A
Wells Fargo & Company	CA	91316		N/A
Bank of America	CT	06042		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	04/04/2014	Closed with explanation	Yes	Yes
Web	04/08/2014	Closed	Yes	No
Web	04/04/2014	Closed with explanation	Yes	No
Postal mail	04/11/2014	Closed with explanation	Yes	No
Web	04/11/2014	Closed with monetary relief	Yes	No
Web	04/23/2014	Closed with explanation	Yes	No
Phone	04/11/2014	Closed with explanation	Yes	No
Postal mail	04/28/2014	Closed with explanation	Yes	Yes
Phone	04/08/2014	Closed with non-monetary relief	Yes	No
Phone	04/11/2014	Closed with explanation	Yes	No
Web	04/04/2014	Closed with monetary relief	Yes	No
Phone	04/08/2014	Closed with monetary relief	No	
Fax	04/11/2014	Closed with explanation	Yes	No
Web	04/04/2014	Closed with monetary relief	Yes	No
Phone	04/10/2014	Closed with explanation	Yes	No
Referral	04/11/2014	Closed with explanation	Yes	No
Web	04/09/2014	Closed with monetary relief	Yes	No
Phone	04/28/2014	Closed with monetary relief	Yes	No
Referral	04/15/2014	Closed with explanation	Yes	No
Referral	04/14/2014	Closed with monetary relief	Yes	Yes
Referral	04/14/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

794924

794188

794209

800196

800126

822341

801703

822296

794383

802037

794527

794542

801487

795157

794664

801635

802308

823459

803744

804189

802168

Bank Account or Service Complaints

Based on Consumer Complaints

04/10/2014	Bank account or service	Checking account
05/08/2014	Bank account or service	Other bank product/service
04/10/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Checking account
05/08/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Checking account
05/08/2014	Bank account or service	Checking account
04/29/2014	Bank account or service	Other bank product/service
05/08/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Checking account
04/29/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Other bank product/service
05/08/2014	Bank account or service	Checking account
04/29/2014	Bank account or service	Checking account
04/29/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Making/receiving payments, sending money

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	FL	33018		N/A
Wells Fargo & Company	CA	91384		N/A
U.S. Bancorp	IL	60440		N/A
The Huntington National Bank	MI	48215		N/A
Wells Fargo & Company	PA	19149		N/A
Fifth Third Financial Corporation	FL	33713		N/A
Bank of America	SC	29063		N/A
Banco Santander Puerto Rico	PR	00705	Servicemember	N/A
Santander Bank US	SC	29483	Older American	N/A
PayPal Holdings, Inc.	FL	34988	Servicemember	N/A
Wells Fargo & Company	FL	33803		N/A
PayPal Holdings, Inc.	WA	98133		N/A
Xoom	MN	55423		N/A
JPMorgan Chase & Co.	LA	70601		N/A
Synchrony Financial	IL	60174		N/A
Regions Financial Corporation	IL	61701		N/A
American Financial Network, Inc.	CA	90304		N/A
Wells Fargo & Company	AZ	85711		N/A
TD Bank US Holding Company	AL	36561	Older American	N/A
Navy FCU	MS	39073		N/A
Bank of America	AZ	85301		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	04/14/2014	Closed with monetary relief	Yes	No
Web	05/13/2014	Closed with explanation	Yes	No
Referral	04/14/2014	Closed with explanation	Yes	No
Referral	04/14/2014	Closed with monetary relief	Yes	No
Phone	04/28/2014	Closed with explanation	Yes	No
Referral	04/14/2014	Closed with explanation	Yes	No
Web	04/24/2014	Closed with monetary relief	Yes	No
Postal mail	05/13/2014	Closed with explanation	Yes	Yes
Phone	04/14/2014	Closed	Yes	No
Phone	04/28/2014	Closed with non-monetary relief	Yes	No
Referral	05/13/2014	Closed with monetary relief	Yes	No
Referral	05/01/2014	Closed with non-monetary relief	Yes	No
Referral	05/13/2014	Closed with explanation	Yes	No
Fax	04/29/2014	Closed with explanation	Yes	No
Referral	05/01/2014	Closed with explanation	Yes	No
Web	04/24/2014	Closed with explanation	Yes	No
Phone	05/05/2014	Closed with explanation	Yes	No
Web	05/08/2014	Closed with explanation	Yes	No
Web	04/29/2014	Closed with monetary relief	Yes	No
Web	04/29/2014	Closed with explanation	Yes	Yes
Referral	05/07/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

803846

844045

802369

802244

823529

802404

823609

843116

802582

823789

843043

830767

843052

823838

830259

823935

824035

844605

830571

830595

824257

Bank Account or Service Complaints

Based on Consumer Complaints

04/24/2014	Bank account or service	Other bank product/service
04/29/2014	Bank account or service	Other bank product/service
04/29/2014	Bank account or service	Other bank product/service
05/09/2014	Bank account or service	Other bank product/service
04/29/2014	Bank account or service	Savings account
04/29/2014	Bank account or service	Other bank product/service
04/29/2014	Bank account or service	Checking account
05/09/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Checking account
04/24/2014	Bank account or service	Other bank product/service
05/09/2014	Bank account or service	Checking account
04/18/2014	Bank account or service	Checking account
04/30/2014	Bank account or service	Checking account
05/09/2014	Bank account or service	Checking account
05/09/2014	Bank account or service	Cashing a check without an account
04/18/2014	Bank account or service	Checking account
05/09/2014	Bank account or service	Checking account
05/09/2014	Bank account or service	Checking account
04/16/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Making/receiving payments, sending money

Using a debit or ATM card

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

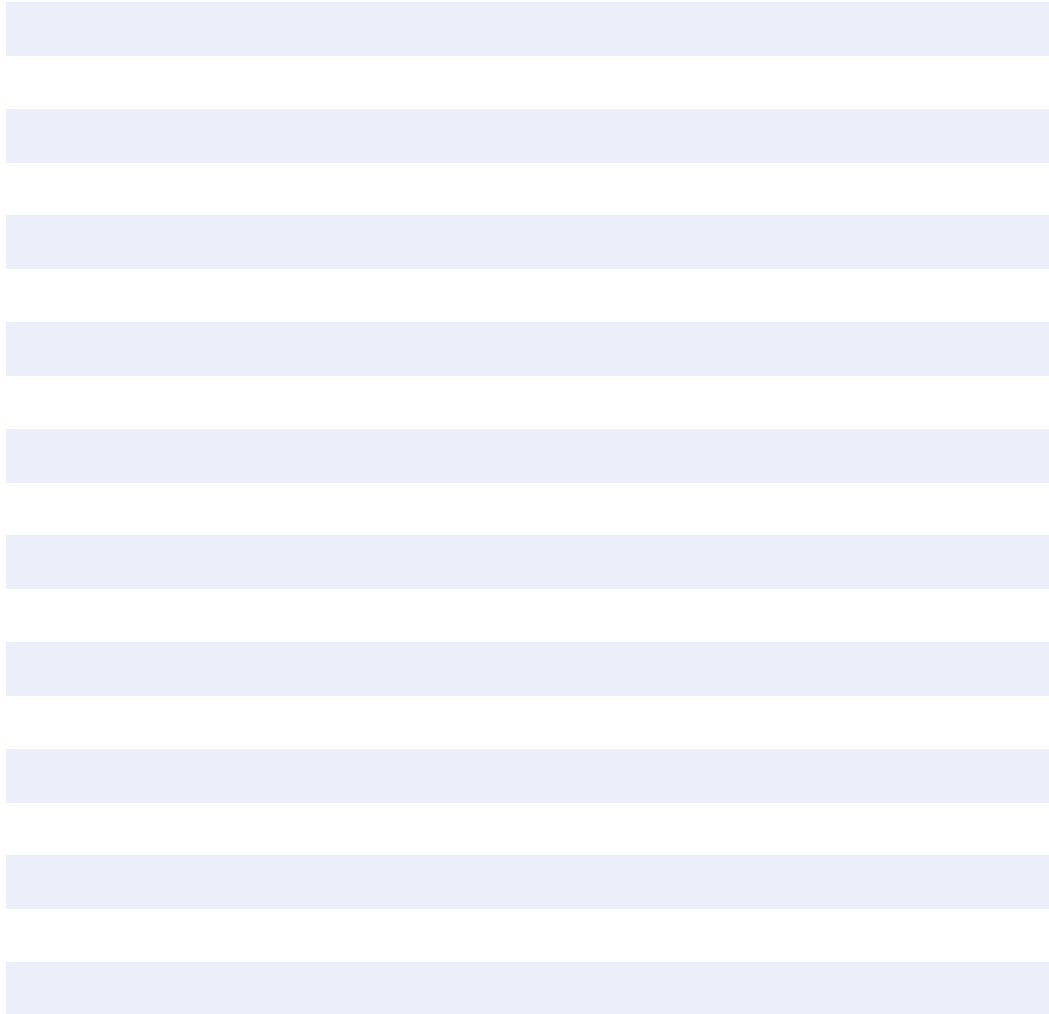
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

PayPal Holdings, Inc.	CA	91104		N/A
Wells Fargo & Company	NJ	07726		N/A
Navy FCU	AR	72404	Servicemember	N/A
Capital One	CA	95776	Servicemember	N/A
JPMorgan Chase & Co.	TX	76108		N/A
PayPal Holdings, Inc.	NY	13685		N/A
SunTrust Banks, Inc.	VA	24590		N/A
Citibank	CA	91709		N/A
People's United Bank	CT	06903		N/A
Capital One	TX	77386		N/A
U.S. Bancorp	CA	92104	Older American	N/A
Amex	OR	97229		N/A
BB&T Financial	VA	20190		N/A
The Huntington National Bank	OH	43950		N/A
Bank of America	CA	90069		N/A
Fifth Third Financial Corporation	OH	43235		N/A
Comerica	SC	29301		N/A
EverBank	CA	92649		N/A
M&T Bank Corporation	OH	43615		N/A
Wells Fargo & Company	IA	50158		N/A
SunTrust Banks, Inc.	FL	32317		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	04/29/2014	Closed with monetary relief	Yes	No
Web	04/29/2014	Closed with explanation	Yes	No
Web	04/29/2014	Closed with explanation	Yes	No
Web	05/19/2014	Closed with non-monetary relief	Yes	No
Phone	05/02/2014	Closed with explanation	Yes	No
Referral	05/05/2014	Closed with explanation	Yes	Yes
Referral	05/02/2014	Closed with monetary relief	Yes	No
Referral	05/13/2014	Closed with monetary relief	Yes	No
Referral	04/29/2014	Closed with explanation	Yes	No
Web	04/24/2014	Closed with explanation	Yes	No
Referral	04/24/2014	Closed with monetary relief	Yes	Yes
Web	04/24/2014	Closed with monetary relief	Yes	No
Web	05/09/2014	Closed with explanation	Yes	No
Referral	04/23/2014	Closed with monetary relief	Yes	No
Web	04/30/2014	Closed with explanation	Yes	No
Referral	05/14/2014	Closed with explanation	Yes	No
Web	05/12/2014	Closed with monetary relief	Yes	No
Web	04/18/2014	Closed with explanation	Yes	No
Referral	05/14/2014	Closed with non-monetary relief	Yes	Yes
Web	05/09/2014	Closed with explanation	Yes	No
Referral	04/21/2014	Closed with non-monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

824258

830669

830697

845408

828926

828876

828883

845470

824461

824500

824501

824523

845302

815399

831721

846076

845903

814699

845310

846095

811362

Bank Account or Service Complaints

Based on Consumer Complaints

05/02/2014	Bank account or service	Other bank product/service
05/09/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Checking account
04/20/2014	Bank account or service	Checking account
04/20/2014	Bank account or service	Checking account
05/03/2014	Bank account or service	Savings account
04/21/2014	Bank account or service	Checking account
05/03/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Checking account
05/03/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Savings account
05/03/2014	Bank account or service	Other bank product/service
04/21/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Checking account
05/04/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

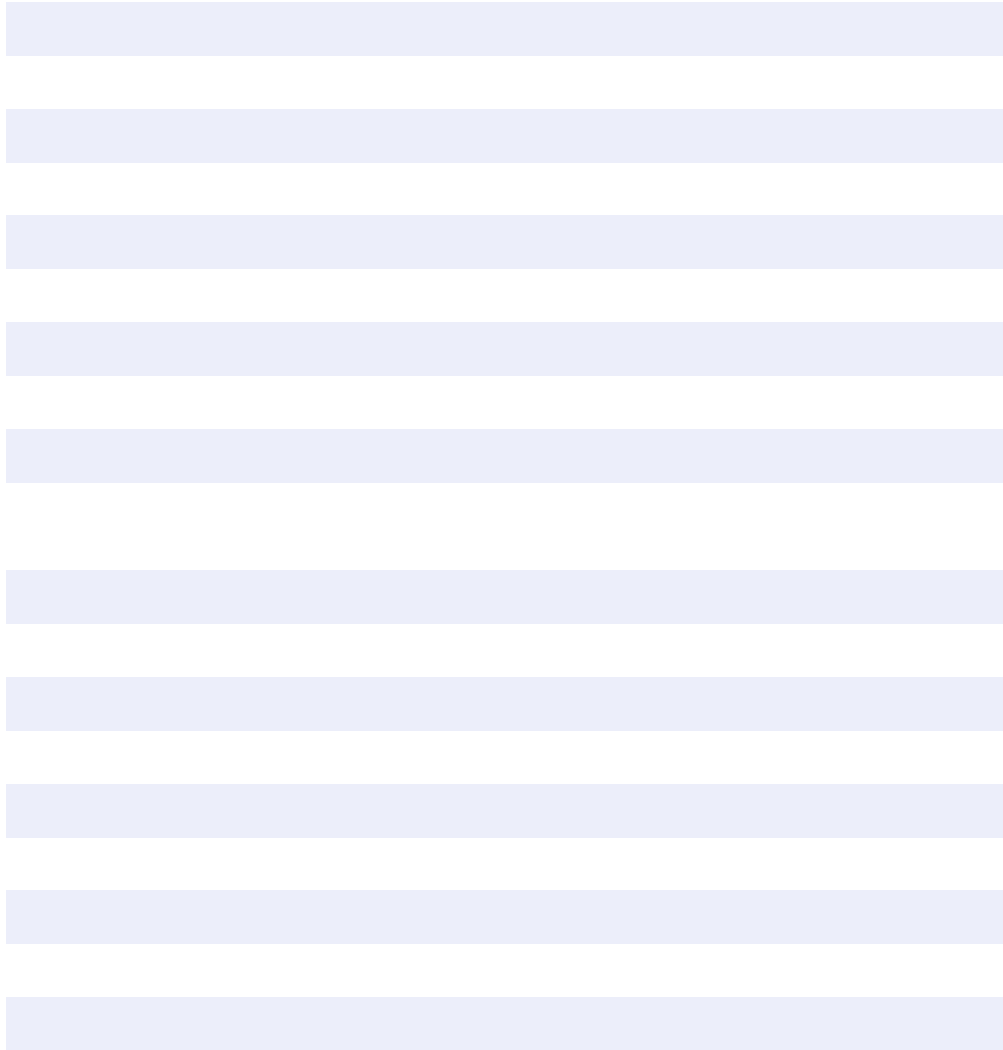
Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

National Credit Systems, Inc.	GA	30012		N/A
Charles Schwab Bank	VA	23222		N/A
TD Bank US Holding Company	MA	01906		N/A
JPMorgan Chase & Co.	CA	95628		N/A
Wells Fargo & Company	AZ	85303		N/A
Bank of America	CA	93406		N/A
Bank of America	FL	32812		N/A
Morgan Stanley	CA	90302		N/A
Santander Bank US	PA	19106		N/A
BMO Harris	FL	33441		N/A
Bank of America	CA	92592	Older American, Servicemember	N/A
USAA Savings	GA	30277		N/A
Bank of America	KS	67212		N/A
JPMorgan Chase & Co.	NY	10027		N/A
M&T Bank Corporation	MD	21225		N/A
SunTrust Banks, Inc.	TN	37801		N/A
Citizens Financial Group, Inc.	NY	12205		N/A
TD Bank US Holding Company	NJ	08048		N/A
Wells Fargo & Company	NC	27828		N/A
Specialized Loan Servicing LLC	CA	92672		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	06/02/2014	Closed with explanation	Yes	No
Web	05/09/2014	Closed with explanation	Yes	Yes
Referral	05/15/2014	Closed with monetary relief	Yes	No
Web	05/02/2014	Closed with explanation	Yes	No
Referral	05/06/2014	Closed with monetary relief	Yes	No
Web	04/20/2014	Closed	Yes	Yes
Web	04/20/2014	Closed with explanation	Yes	No
Phone	05/06/2014	Closed with explanation	Yes	No
Web	04/20/2014	Closed with monetary relief	Yes	No
Web	05/03/2014	Closed with explanation	Yes	Yes
Web	04/21/2014	Closed with explanation	Yes	No
Referral	04/23/2014	Closed with explanation	Yes	No
Referral	04/24/2014	Closed with non-monetary relief	Yes	No
Web	05/03/2014	Closed with explanation	Yes	Yes
Referral	04/23/2014	Closed with explanation	Yes	No
Web	05/03/2014	Closed with non-monetary relief	Yes	No
Referral	04/23/2014	Closed with monetary relief	Yes	Yes
Phone	04/23/2014	Closed with monetary relief	Yes	No
Phone	04/23/2014	Closed with explanation	Yes	No
Web	05/07/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

835007

844857

848324

836553

836561

816434

816136

836716

816676

836799

816719

816962

816522

836843

816512

836861

816981

816740

816769

837046

Bank Account or Service Complaints

Based on Consumer Complaints

05/04/2014	Bank account or service	Other bank product/service
05/05/2014	Bank account or service	Other bank product/service
04/21/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Other bank product/service
04/25/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
04/25/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Other bank product/service
04/10/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
04/25/2014	Bank account or service	Checking account
04/25/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Other bank product/service
04/10/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

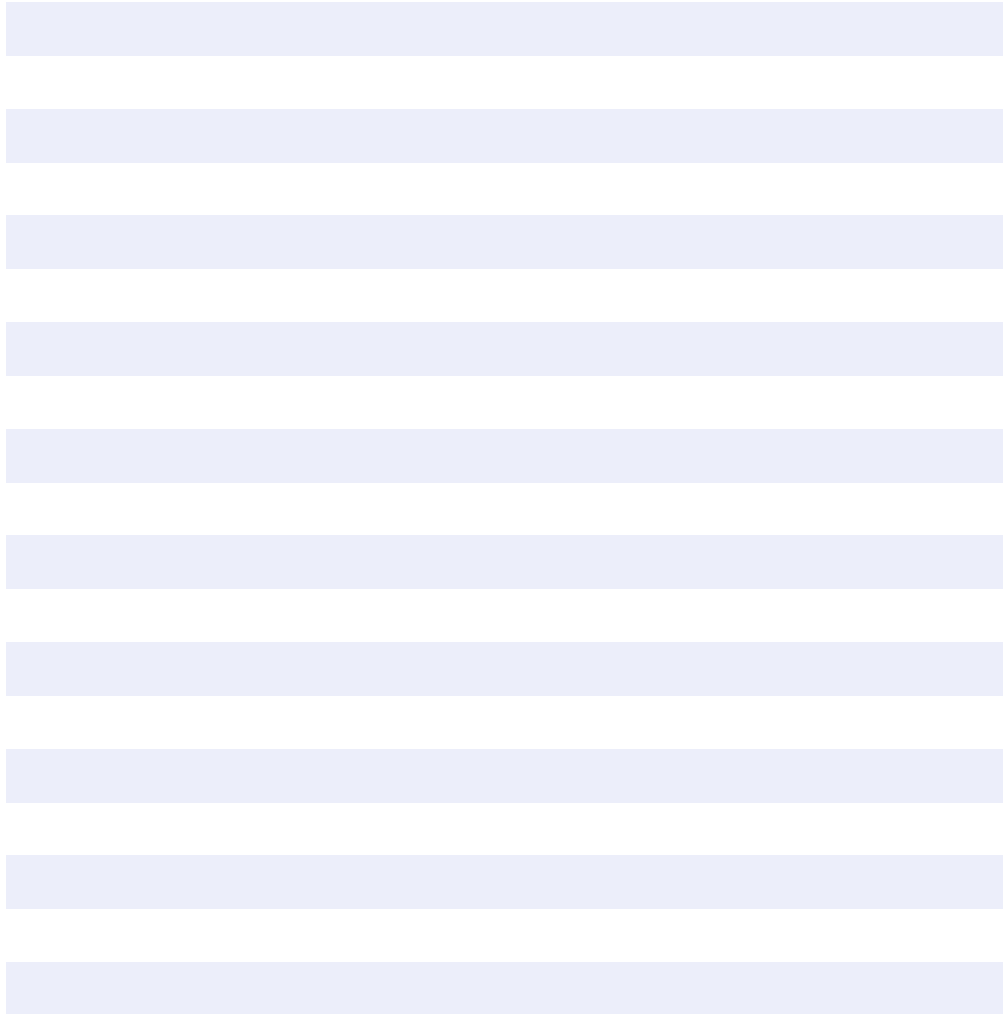
Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Echelon Financial, Inc.	TX	75002	N/A
First Advantage Corporation	TX	75092	N/A
Citizens Financial Group, Inc.	PA	19525	N/A
Bank of America	FL	32080	N/A
Bank of America	DC	20017	N/A
BNY Mellon	PA	17603	N/A
Fifth Third Financial Corporation	TN	37129	N/A
Bank of America	NJ	07620	N/A
Bank of America	OH	45176	N/A
JPMorgan Chase & Co.	NY	10956	N/A
TD Bank US Holding Company	NY	11967	N/A
BB&T Financial	FL	32179	N/A
Bank of America	MA	01824	N/A
JPMorgan Chase & Co.	CA	95367	N/A
Bank of America	NC	27537	N/A
U.S. Bancorp	ND	58436	N/A
TD Bank US Holding Company	FL	33014	N/A
USAA Savings	MD	21239	N/A
Santander Bank US	NJ	07306	N/A
PNC Bank N.A.	OH	44321	N/A
Citibank	FL	33484	N/A
Southern Management Systems Inc.	FL	33804	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	05/07/2014	Closed with explanation	No	
Web	06/06/2014	Closed with explanation	Yes	No
Referral	04/24/2014	Closed with monetary relief	Yes	No
Referral	05/07/2014	Closed with explanation	Yes	Yes
Web	05/05/2014	Closed with explanation	Yes	No
Web	04/24/2014	Closed with explanation	Yes	No
Referral	04/24/2014	Closed with explanation	Yes	No
Web	04/25/2014	Closed with explanation	Yes	Yes
Referral	05/07/2014	Closed with monetary relief	Yes	No
Web	04/25/2014	Closed with explanation	No	
Web	05/05/2014	Closed with explanation	Yes	No
Web	04/10/2014	Closed with explanation	Yes	No
Postal mail	04/14/2014	Closed with explanation	Yes	No
Phone	04/14/2014	Closed with explanation	Yes	Yes
Web	05/05/2014	Closed with monetary relief	Yes	No
Postal mail	04/29/2014	Closed with monetary relief	Yes	No
Web	04/30/2014	Closed with explanation	Yes	No
Web	04/21/2014	Closed with explanation	Yes	No
Web	05/07/2014	Closed	Yes	No
Referral	04/15/2014	Closed with explanation	Yes	No
Referral	04/15/2014	Closed with non-monetary relief	Yes	Yes
Web	04/29/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

836925

837186

817266

838030

837761

817235

817306

825374

837262

824860

838189

802675

804242

802724

838267

825608

824921

818041

838448

802952

802957

803016

Bank Account or Service Complaints

Based on Consumer Complaints

04/21/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Savings account
04/21/2014	Bank account or service	Checking account
04/21/2014	Bank account or service	Checking account
04/25/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
04/15/2014	Bank account or service	Checking account
04/15/2014	Bank account or service	Savings account
04/25/2014	Bank account or service	Other bank product/service
04/10/2014	Bank account or service	Savings account
05/05/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Other bank product/service
05/15/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
04/15/2014	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	CA	94547		N/A
Santander Bank US	NY	11201	Older American	N/A
Bank of America	CA	92648		N/A
Regions Financial Corporation	FL	33081		N/A
Bank of America	CA	94612		N/A
Bank of America	TX	77021		N/A
U.S. Bancorp	WA	98155		N/A
PNC Bank N.A.	NJ	08052		N/A
Citibank	CA	94563		N/A
Citizens Financial Group, Inc.	MI	48221		N/A
Bank of America	NY	11222		N/A
JPMorgan Chase & Co.	CA	95610		N/A
SunTrust Banks, Inc.	NJ	08833		N/A
JPMorgan Chase & Co.	FL	33161		N/A
Wells Fargo & Company	IL	60077		N/A
U.S. Bancorp	WI	53224		N/A
TransUnion Intermediate Holdings, Inc.	GA	31119		N/A
Amex	FL	33181		N/A
PayPal Holdings, Inc.	CA	91301		N/A
The Western Union Company	MN	56360	Older American	N/A
Synchrony Financial	CA	92627		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	04/21/2014	Closed with explanation	Yes	Yes
Phone	04/24/2014	Closed	Yes	No
Phone	04/24/2014	Closed with explanation	Yes	No
Phone	04/24/2014	Closed with monetary relief	Yes	No
Web	04/25/2014	Closed with explanation	Yes	No
Referral	05/07/2014	Closed with explanation	Yes	No
Referral	05/08/2014	Closed with explanation	Yes	No
Web	04/10/2014	Closed with explanation	Yes	No
Referral	05/07/2014	Closed with explanation	Yes	No
Referral	05/07/2014	Closed with explanation	Yes	No
Web	04/15/2014	Closed with monetary relief	Yes	No
Web	05/29/2014	Closed with explanation	Yes	No
Web	04/16/2014	Closed with explanation	Yes	No
Phone	05/07/2014	Closed with explanation	Yes	No
Referral	05/08/2014	Closed with explanation	Yes	Yes
Referral	05/22/2014	Closed with explanation	Yes	Yes
Web	04/15/2014	Closed with non-monetary relief	Yes	No
Referral	05/19/2014	Closed with explanation	Yes	No
Phone	05/08/2014	Closed with monetary relief	Yes	No
Phone	05/08/2014	Closed with explanation	Yes	No
Web	04/15/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

817573

817611

817627

817636

826077

837189

837193

803205

837202

808711

809921

826377

803230

838738

838875

837218

803275

853625

838815

838817

810036

Bank Account or Service Complaints

Based on Consumer Complaints

05/15/2014	Bank account or service	Checking account
04/15/2014	Bank account or service	Other bank product/service
05/09/2014	Bank account or service	(CD) Certificate of deposit
05/15/2014	Bank account or service	Other bank product/service
04/26/2014	Bank account or service	Other bank product/service
04/10/2014	Bank account or service	Checking account
04/30/2014	Bank account or service	Checking account
04/26/2014	Bank account or service	Checking account
04/26/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Other bank product/service
04/10/2014	Bank account or service	Checking account
05/09/2014	Bank account or service	Checking account
05/05/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account
05/15/2014	Bank account or service	Savings account
05/09/2014	Bank account or service	Checking account
04/26/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Other bank product/service
05/06/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	NY	11415		N/A
Ford Motor Credit Company	PA	17046		N/A
Wells Fargo & Company	CA	90292	Older American	N/A
Bank of America	GA	30546		N/A
Bank of America	WA	98392	Older American	N/A
Bank of America	FL	33409		N/A
JPMorgan Chase & Co.	FL	32839		N/A
JPMorgan Chase & Co.	MA	02632		N/A
Wells Fargo & Company	OR	97086		N/A
TCF National Bank	IL	60484		N/A
Wells Fargo & Company	NE	68111		N/A
HSBC North America Holdings Inc.	NJ	08872	Older American	N/A
Bank of America	DC	20008		N/A
Citizens Financial Group, Inc.	MI	48009		N/A
BB&T Financial	VA	23834		N/A
Citizens Financial Group, Inc.	PA	17608		N/A
HSBC North America Holdings Inc.	NY	10022	Older American	N/A
PNC Bank N.A.	OH	44147		N/A
Bank of America	TX	75154		N/A
BBVA Compass	AL	36310		N/A
Wells Fargo & Company	CA	94105		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	05/15/2014	Closed with explanation	Yes	No
Web	05/09/2014	Closed with explanation	Yes	No
Phone	05/14/2014	Closed with explanation	Yes	No
Web	05/15/2014	Closed with explanation	Yes	Yes
Web	04/30/2014	Closed with explanation	Yes	Yes
Referral	04/15/2014	Closed with explanation	Yes	No
Web	04/30/2014	Closed with monetary relief	Yes	No
Web	04/30/2014	Closed with explanation	Yes	No
Web	04/26/2014	Closed with explanation	Yes	No
Referral	05/08/2014	Closed with explanation	Yes	No
Referral	05/08/2014	Closed with explanation	Yes	No
Web	04/10/2014	Closed with explanation	Yes	Yes
Web	04/10/2014	Closed with explanation	Yes	No
Web	05/09/2014	Closed with explanation	Yes	No
Web	05/05/2014	Closed with explanation	Yes	No
Web	04/16/2014	Closed with monetary relief	Yes	Yes
Phone	05/19/2014	Closed with explanation	Yes	No
Phone	05/14/2014	Closed with explanation	Yes	No
Web	04/26/2014	Closed with explanation	Yes	No
Web	04/14/2014	Closed with explanation	Yes	No
Web	05/13/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

853628

810072

845532

854854

826825

802190

832253

826848

826869

838854

838860

803489

803492

844889

838896

802221

853814

844838

826959

803576

839124

Bank Account or Service Complaints

Based on Consumer Complaints

05/10/2014	Bank account or service	Checking account
04/27/2014	Bank account or service	Checking account
04/16/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account
04/16/2014	Bank account or service	Checking account
04/16/2014	Bank account or service	Checking account
04/22/2014	Bank account or service	Checking account
04/30/2014	Bank account or service	Checking account
04/22/2014	Bank account or service	Checking account
04/22/2014	Bank account or service	Other bank product/service
05/10/2014	Bank account or service	Checking account
04/30/2014	Bank account or service	Checking account
04/10/2014	Bank account or service	Checking account
05/15/2014	Bank account or service	Savings account
05/11/2014	Bank account or service	Checking account
04/16/2014	Bank account or service	Checking account
04/22/2014	Bank account or service	Other bank product/service
05/15/2014	Bank account or service	Checking account
04/28/2014	Bank account or service	(CD) Certificate of deposit
04/22/2014	Bank account or service	Other bank product/service
04/16/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

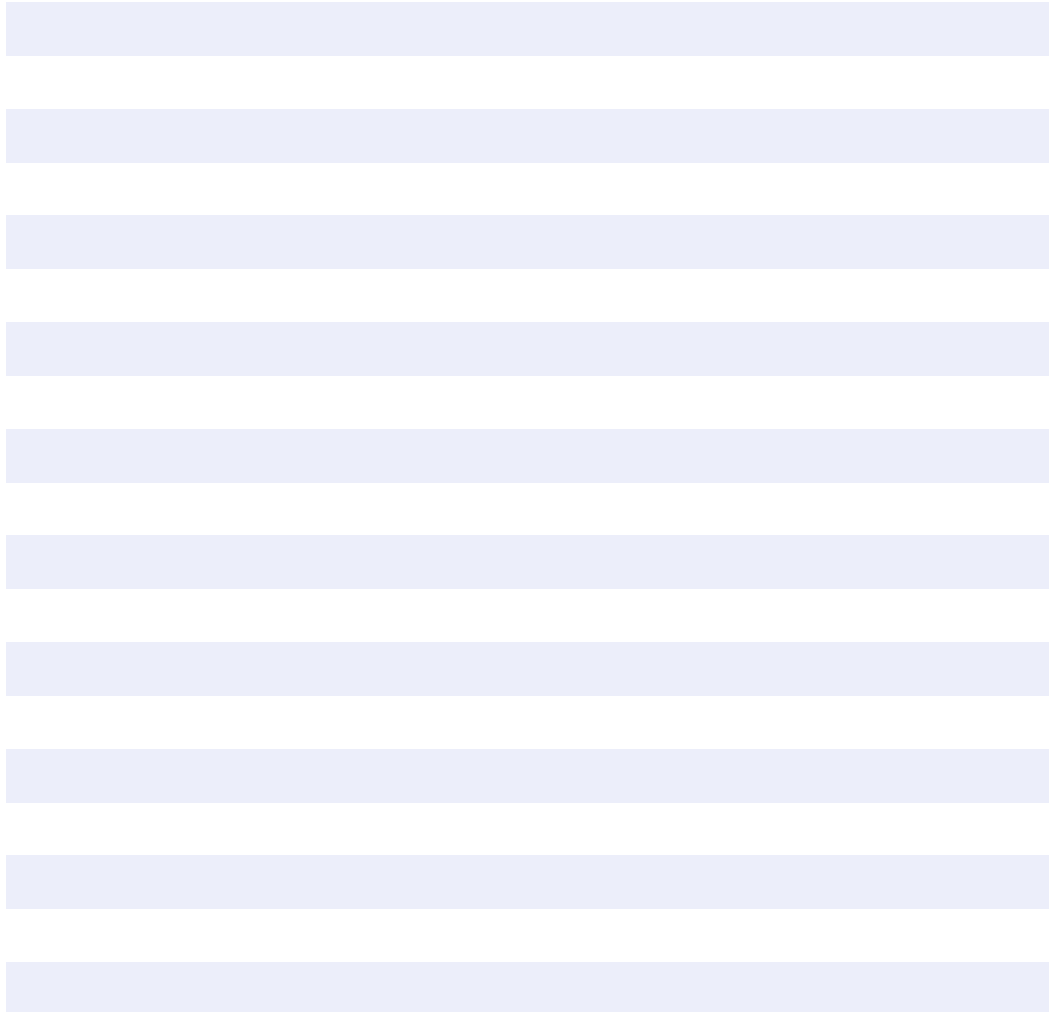
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Navy FCU	MS	39073		N/A
JPMorgan Chase & Co.	AZ	85022		N/A
Bank of America	CA	94565		N/A
Santander Bank US	NY	11367		N/A
Bank of America	NC	28210		N/A
Wells Fargo & Company	GA	30360		N/A
Santander Bank US	MA	01604		N/A
Wells Fargo & Company	FL	33993		N/A
Webster Bank	MA	02301		N/A
JPMorgan Chase & Co.	FL	33920		N/A
JPMorgan Chase & Co.	CA	95812		N/A
JPMorgan Chase & Co.	CO	80907		N/A
Wells Fargo & Company	TX	75206		N/A
Wells Fargo & Company	SC	29063		N/A
JPMorgan Chase & Co.	MI	48094	Older American	N/A
Bank of America	NJ	07430		N/A
LexisNexis	MI	48310	Older American	N/A
JPMorgan Chase & Co.	UT	84020		N/A
Synchrony Financial	FL	34453	Older American	N/A
Wells Fargo & Company	GA	31807		N/A
Wells Fargo & Company	WI	53705		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	05/14/2014	Closed with explanation	Yes	No
Web	04/27/2014	Closed with explanation	Yes	No
Web	04/21/2014	Closed with explanation	Yes	Yes
Phone	04/17/2014	Closed	Yes	No
Web	04/16/2014	Closed with explanation	Yes	No
Web	04/16/2014	Closed with explanation	Yes	No
Web	04/22/2014	Closed	Yes	No
Web	04/30/2014	Closed with monetary relief	Yes	No
Web	04/22/2014	Closed with explanation	Yes	No
Postal mail	04/24/2014	Closed with explanation	Yes	No
Web	05/10/2014	Closed with explanation	Yes	No
Phone	05/05/2014	Closed with explanation	Yes	No
Web	04/10/2014	Closed with explanation	Yes	No
Web	05/15/2014	Closed with explanation	Yes	Yes
Web	05/11/2014	Closed with explanation	Yes	No
Web	04/16/2014	Closed with explanation	Yes	No
Fax	04/24/2014	Closed with explanation	Yes	No
Web	05/15/2014	Closed with explanation	Yes	Yes
Phone	04/30/2014	Closed with monetary relief	Yes	No
Postal mail	04/24/2014	Closed with explanation	Yes	No
Web	04/16/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

846799

820520

810940

803556

810979

810743

818341

832446

818129

818683

846705

832512

806235

854073

846870

811131

818379

854899

827561

818815

811152

Bank Account or Service Complaints

Based on Consumer Complaints

04/22/2014	Bank account or service	Checking account
05/11/2014	Bank account or service	Checking account
04/30/2014	Bank account or service	(CD) Certificate of deposit
04/30/2014	Bank account or service	Other bank product/service
04/16/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Checking account
05/06/2014	Bank account or service	Checking account
04/16/2014	Bank account or service	Checking account
04/22/2014	Bank account or service	Other bank product/service
04/16/2014	Bank account or service	Checking account
04/30/2014	Bank account or service	Other bank product/service
04/30/2014	Bank account or service	Checking account
05/06/2014	Bank account or service	Savings account
04/30/2014	Bank account or service	Checking account
04/30/2014	Bank account or service	Checking account
04/30/2014	Bank account or service	Checking account
04/16/2014	Bank account or service	Other bank product/service
04/16/2014	Bank account or service	Checking account
05/15/2014	Bank account or service	Checking account
05/06/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

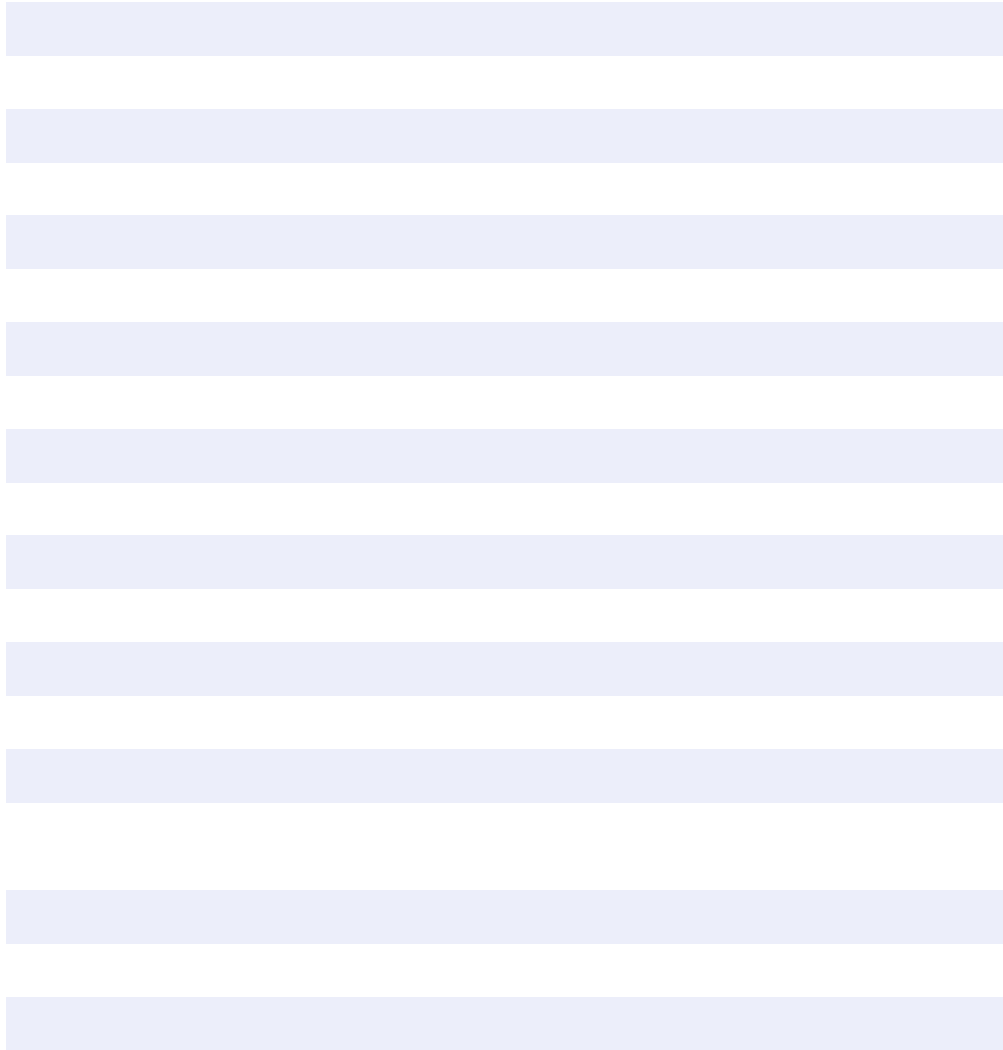
Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

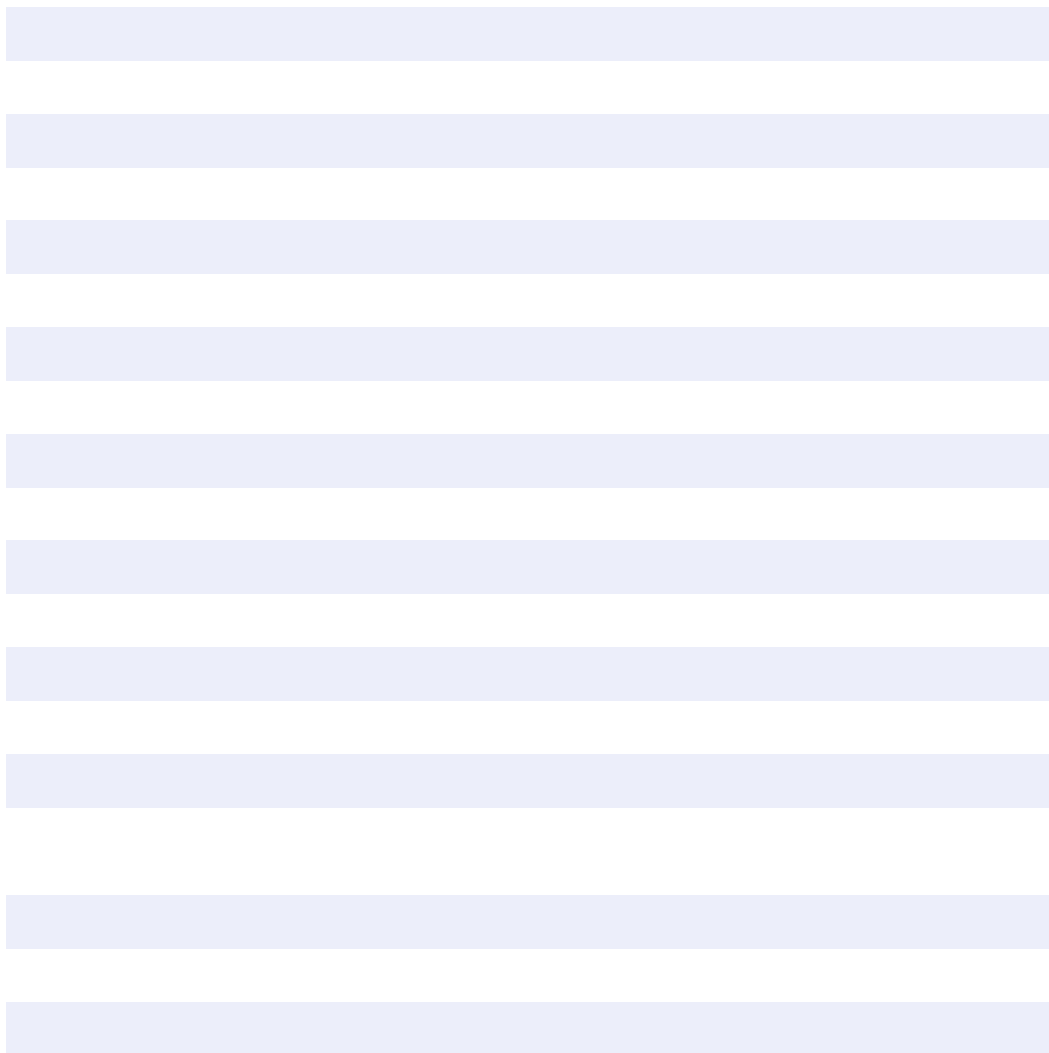
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

The Huntington National Bank	OH	44485		N/A
USAA Savings	UT	84047		N/A
Bank of the West	KS	67203	Older American	N/A
SunTrust Banks, Inc.	TN	37205	Older American	N/A
Wells Fargo & Company	CA	95204	Older American	N/A
Fifth Third Financial Corporation	MS	39211		N/A
Bank of America	NH	03841		N/A
TCF National Bank	CO	80023	Older American	N/A
Capital One	CA	93221		N/A
Wells Fargo & Company	CT	06854		N/A
Bank of America	IL	60087		N/A
SunTrust Banks, Inc.	GA	30318		N/A
USAA Savings	FL	33181		N/A
Bank of America	NJ	07011		N/A
PNC Bank N.A.	IL	60087		N/A
Fifth Third Financial Corporation	IL	60087		N/A
Synchrony Financial	IN	46077	Older American, Servicemember	N/A
U.S. Bancorp	CO	80904		N/A
Bank of America	TX	76058		N/A
Citibank	FL	32256		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	04/22/2014	Closed with explanation	Yes	No
Web	05/12/2014	Closed with explanation	Yes	No
Postal mail	05/05/2014	Closed with explanation	Yes	No
Web	04/30/2014	Closed with explanation	Yes	No
Phone	04/21/2014	Closed with explanation	Yes	No
Web	05/14/2014	Closed with explanation	Yes	Yes
Web	05/06/2014	Closed with monetary relief	Yes	No
Fax	04/21/2014	Closed with non-monetary relief	Yes	No
Web	04/25/2014	Closed with non-monetary relief	Yes	No
Referral	04/21/2014	Closed with explanation	Yes	No
Web	04/30/2014	Closed with explanation	Yes	Yes
Referral	05/05/2014	Closed with explanation	Yes	Yes
Phone	05/09/2014	Closed with explanation	Yes	No
Referral	05/05/2014	Closed with explanation	Yes	No
Web	04/30/2014	Closed with explanation	Yes	Yes
Web	04/30/2014	Closed with explanation	Yes	Yes
Phone	04/21/2014	Closed with explanation	Yes	No
Web	04/16/2014	Closed with explanation	Yes	No
Referral	05/19/2014	Closed with explanation	Yes	No
Referral	05/09/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

818221

847016

831119

832574

811240

847074

839914

812540

819084

812832

831109

831219

839786

831221

831111

831112

811420

811437

854801

840230

Bank Account or Service Complaints

Based on Consumer Complaints

04/16/2014	Bank account or service	Checking account
04/22/2014	Bank account or service	Checking account
04/30/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Checking account
05/15/2014	Bank account or service	Checking account
05/01/2014	Bank account or service	Other bank product/service
05/01/2014	Bank account or service	Other bank product/service
04/16/2014	Bank account or service	Checking account
05/01/2014	Bank account or service	Other bank product/service
05/15/2014	Bank account or service	Checking account
05/15/2014	Bank account or service	Checking account
05/01/2014	Bank account or service	Checking account
05/16/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Checking account
05/16/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Checking account
05/16/2014	Bank account or service	Other bank product/service
05/06/2014	Bank account or service	Other bank product/service
05/06/2014	Bank account or service	(CD) Certificate of deposit
05/06/2014	Bank account or service	Other bank product/service
05/16/2014	Bank account or service	Other bank product/service
05/16/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	MA	02148		N/A
Bank of America	NJ	07201		N/A
TCF National Bank	IL	60087		N/A
SunTrust Banks, Inc.	GA	31008	Older American	N/A
U.S. Bancorp	KS	66103		N/A
Bank of America	CA	94706		N/A
Capital One	MD	21219		N/A
Regions Financial Corporation	FL	33016		N/A
Bank of America	CA	92805		N/A
Bank of America	NC	28075		N/A
Fidelity National Information Services, Inc. (FNIS)	WA	98370	Older American	N/A
Wells Fargo & Company	FL	33185		N/A
Bank of America	FL	33064		N/A
PNC Bank N.A.	MI	48003		N/A
Citibank	CA	94939		N/A
Santander Bank US	NY	11103		N/A
Synchrony Financial	NC	28504	Servicemember	N/A
Bank of America	CA	95340		N/A
Wells Fargo & Company	FL	33469		N/A
SunTrust Banks, Inc.	VA	22304		N/A
Amex	VA	22206		N/A
Regions Financial Corporation	FL	32257		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	04/16/2014	Closed with non-monetary relief	Yes	No
Web	04/22/2014	Closed with explanation	Yes	No
Web	04/30/2014	Closed with explanation	Yes	Yes
Postal mail	05/14/2014	Closed with monetary relief	Yes	No
Phone	05/19/2014	Closed with explanation	Yes	Yes
Web	05/01/2014	Closed with explanation	Yes	No
Web	05/06/2014	Closed with non-monetary relief	Yes	No
Web	04/16/2014	Closed with monetary relief	Yes	No
Web	05/01/2014	Closed with monetary relief	Yes	No
Phone	05/19/2014	Closed with monetary relief	Yes	No
Phone	06/24/2014	Closed with explanation	Yes	No
Referral	05/05/2014	Closed with explanation	Yes	No
Web	05/16/2014	Closed with explanation	Yes	No
Referral	05/15/2014	Closed with explanation	Yes	No
Web	05/16/2014	Closed with explanation	Yes	Yes
Referral	05/15/2014	Closed	Yes	No
Phone	05/20/2014	Closed with explanation	Yes	No
Web	05/06/2014	Closed with explanation	Yes	No
Postal mail	05/09/2014	Closed with explanation	Yes	Yes
Web	05/06/2014	Closed with non-monetary relief	Yes	Yes
Referral	05/19/2014	Closed with explanation	Yes	No
Referral	05/19/2014	Closed with non-monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

811578

819313

831115

849119

854614

833673

833236

811773

833194

854698

854724

833987

856692

848622

855336

848078

855392

840485

840505

840513

856581

855516

Bank Account or Service Complaints

Based on Consumer Complaints

05/12/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Checking account
05/16/2014	Bank account or service	Checking account
05/16/2014	Bank account or service	Savings account
05/16/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Savings account
05/16/2014	Bank account or service	Other bank product/service
05/06/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Checking account
05/06/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Other bank product/service
05/01/2014	Bank account or service	Other bank product/service
05/06/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Other bank product/service
05/07/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Other bank product/service
05/01/2014	Bank account or service	Other bank product/service
05/07/2014	Bank account or service	Cashing a check without an account
05/07/2014	Bank account or service	Checking account
05/01/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

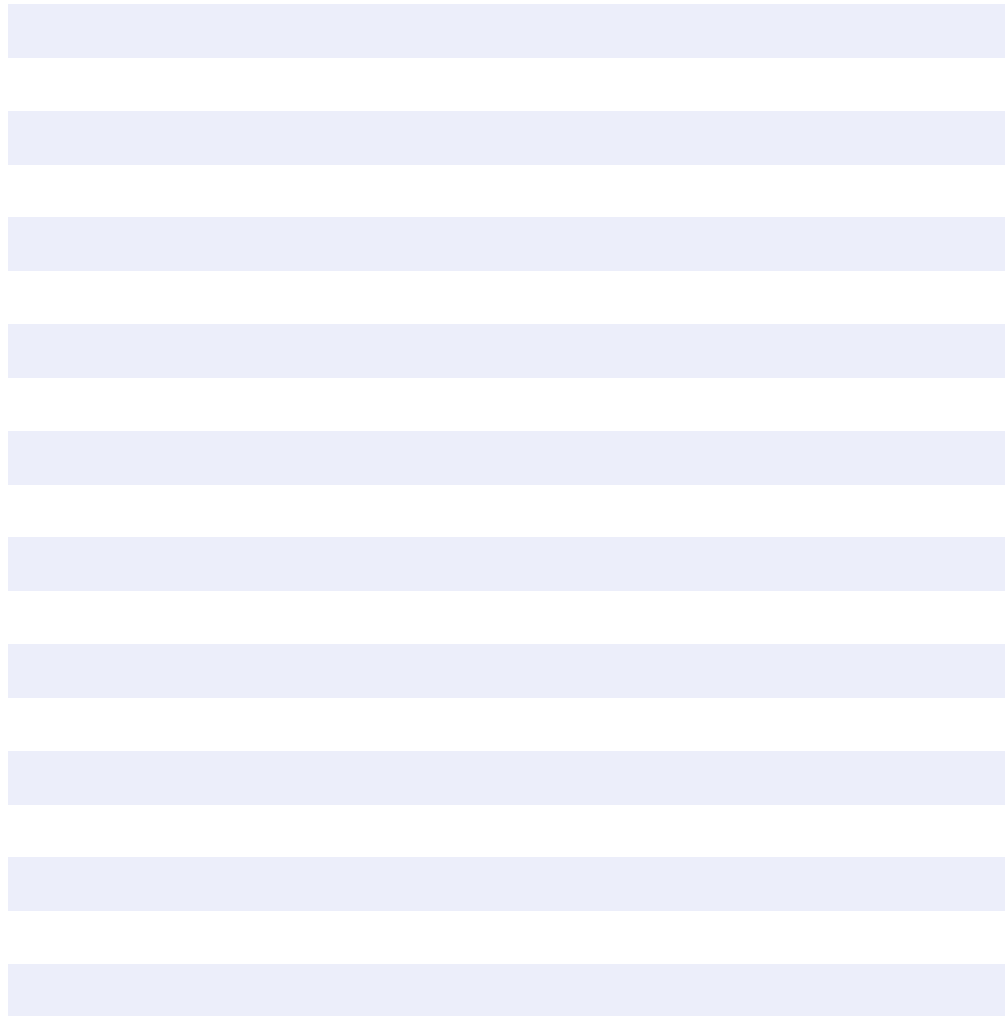
Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

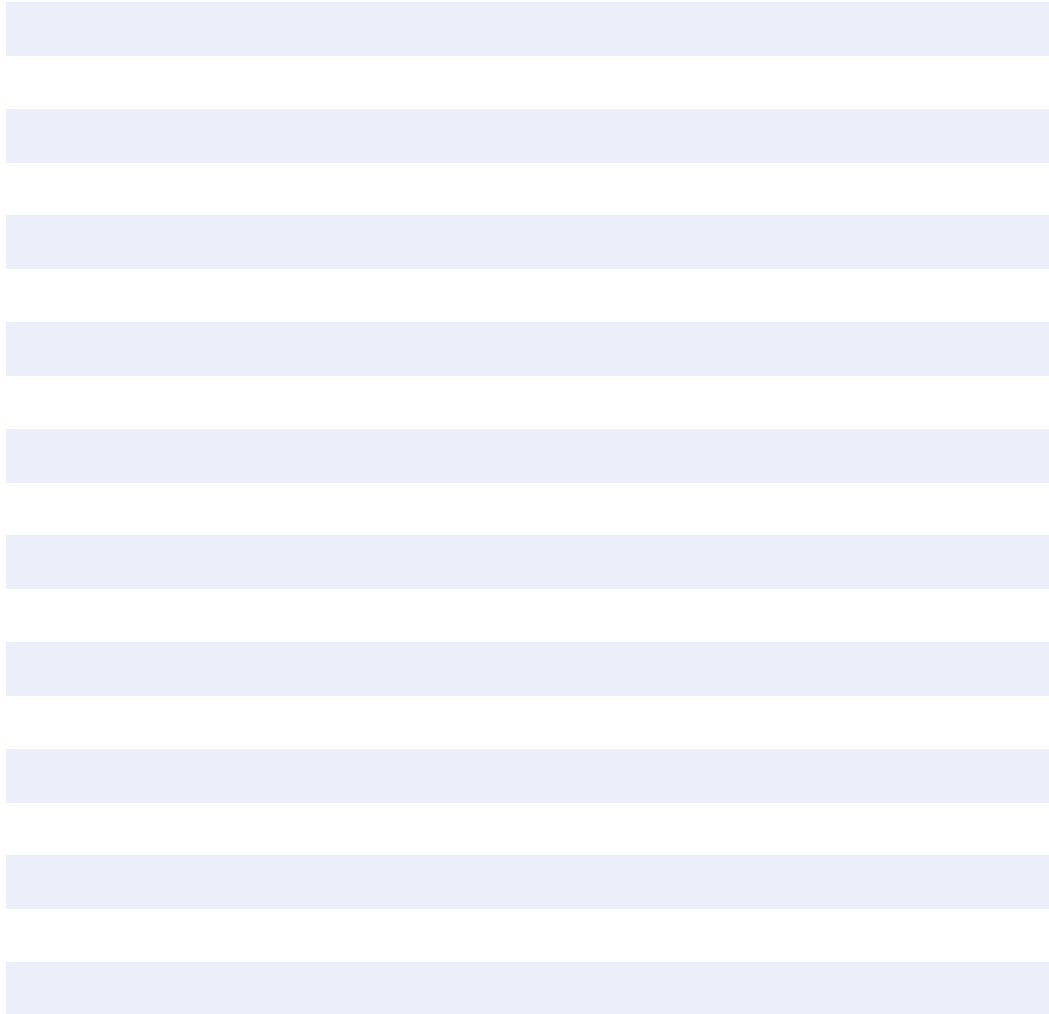
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Navy FCU	TX	75138		N/A
UMB Bank	GA	30341	Servicemember	N/A
Bank of America	TN	37221		N/A
Bank of America	MA	02138		N/A
Citibank	DC	20008		N/A
Wells Fargo & Company	WI	53224		N/A
Wells Fargo & Company	NC	27009		N/A
Boeing Employees' Credit Union	WA	98198		N/A
Wells Fargo & Company	CA	93610		N/A
M&T Bank Corporation	NY	14204		N/A
Amex	FL	33313		N/A
JPMorgan Chase & Co.	TX	76244		N/A
TCF National Bank	MI	48104		N/A
U.S. Bancorp	UT	84337		N/A
Regions Financial Corporation	TN	38115		N/A
PNC Bank N.A.	MI	49835	Servicemember	N/A
Capital One	NY	10977		N/A
JPMorgan Chase & Co.	NY	11951	Older American	N/A
U.S. Bancorp	CA	94538		N/A
Wells Fargo & Company	MO	65582		N/A
Amex	NC	27809		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	05/19/2014	Closed with explanation	Yes	No
Web	05/15/2014	Closed with explanation	Yes	No
Web	05/16/2014	Closed with monetary relief	Yes	No
Web	05/16/2014	Closed with explanation	Yes	No
Web	05/16/2014	Closed with explanation	Yes	No
Web	05/12/2014	Closed with explanation	Yes	No
Web	05/16/2014	Closed with explanation	Yes	No
Referral	05/13/2014	Closed with explanation	Yes	Yes
Referral	05/15/2014	Closed with explanation	Yes	No
Referral	05/09/2014	Closed with non-monetary relief	Yes	No
Web	05/12/2014	Closed with explanation	Yes	No
Referral	05/06/2014	Closed with explanation	Yes	No
Web	05/06/2014	Closed with explanation	Yes	No
Phone	05/09/2014	Closed with explanation	Yes	No
Web	05/07/2014	Closed with explanation	Yes	No
Web	05/07/2014	Closed with explanation	Yes	Yes
Web	05/09/2014	Closed with explanation	Yes	No
Web	05/01/2014	Closed with explanation	Yes	No
Phone	05/12/2014	Closed with explanation	Yes	No
Referral	05/12/2014	Closed	Yes	No
Referral	05/06/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

848617

847793

856564

855570

857010

847980

856678

840772

848619

838997

848101

833380

840856

841793

841520

841570

841422

834585

841988

842116

834749

Bank Account or Service Complaints

Based on Consumer Complaints

05/07/2014	Bank account or service	Checking account
05/01/2014	Bank account or service	Checking account
05/01/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Savings account
05/02/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Checking account
05/12/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Checking account
05/13/2014	Bank account or service	Other bank product/service
05/02/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	Other bank product/service
05/13/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	GA	30306		N/A
Citizens Financial Group, Inc.	RI	02860		N/A
Wells Fargo & Company	FL	33545		N/A
The Huntington National Bank	OH	43232		N/A
Capital One	TX	77488		N/A
Wells Fargo & Company	MN	55127		N/A
Wells Fargo & Company	FL	33326		N/A
Wells Fargo & Company	NJ	08902		N/A
PNC Bank N.A.	IL	60487		N/A
Bank of America	IA	52402		N/A
CIT Bank National Association	CA	92118		N/A
Wells Fargo & Company	FL	32218		N/A
Bank of America	CA	90018		N/A
Bank of America	FL	33142		N/A
U.S. Bancorp	CA	90005		N/A
JPMorgan Chase & Co.	IL	60631		N/A
Wells Fargo & Company	GA	30269	Servicemember	N/A
Wells Fargo & Company	CA	91950		N/A
Santander Consumer USA Holdings Inc	CA	95134		N/A
Wells Fargo & Company	CA	92262		N/A
PNC Bank N.A.	CA	90034		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	05/07/2014	Closed with non-monetary relief	Yes	Yes
Web	05/01/2014	Closed with monetary relief	Yes	No
Phone	05/06/2014	Closed with explanation	Yes	No
Web	05/02/2014	Closed with explanation	Yes	Yes
Web	05/02/2014	Closed with monetary relief	Yes	No
Web	05/02/2014	Closed with explanation	Yes	No
Phone	05/12/2014	Closed with monetary relief	Yes	No
Web	05/12/2014	Closed with explanation	Yes	No
Referral	05/12/2014	Closed with explanation	Yes	No
Referral	05/12/2014	Closed with explanation	Yes	No
Referral	05/12/2014	Closed	Yes	No
Web	05/02/2014	Closed with explanation	Yes	No
Web	05/12/2014	Closed with explanation	Yes	Yes
Postal mail	06/03/2014	Closed with explanation	Yes	No
Referral	05/16/2014	Closed with explanation	Yes	No
Referral	05/06/2014	Closed with explanation	Yes	No
Web	05/06/2014	Closed with explanation	Yes	Yes
Referral	05/06/2014	Closed with explanation	Yes	No
Web	06/10/2014	Closed with explanation	Yes	No
Web	05/13/2014	Closed with explanation	Yes	No
Web	05/07/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

841473

834762

834881

835456

835410

835471

842317

848215

840980

840983

840989

835579

848320

835639

850290

836224

835123

836102

859952

849221

841091

Bank Account or Service Complaints

Based on Consumer Complaints

05/13/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Other bank product/service
06/05/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Checking account
05/13/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/13/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Checking account
05/07/2014	Bank account or service	Other bank product/service
05/02/2014	Bank account or service	Other bank product/service
05/13/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Checking account
05/08/2014	Bank account or service	Checking account
05/08/2014	Bank account or service	Checking account
05/02/2014	Bank account or service	Checking account
05/13/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

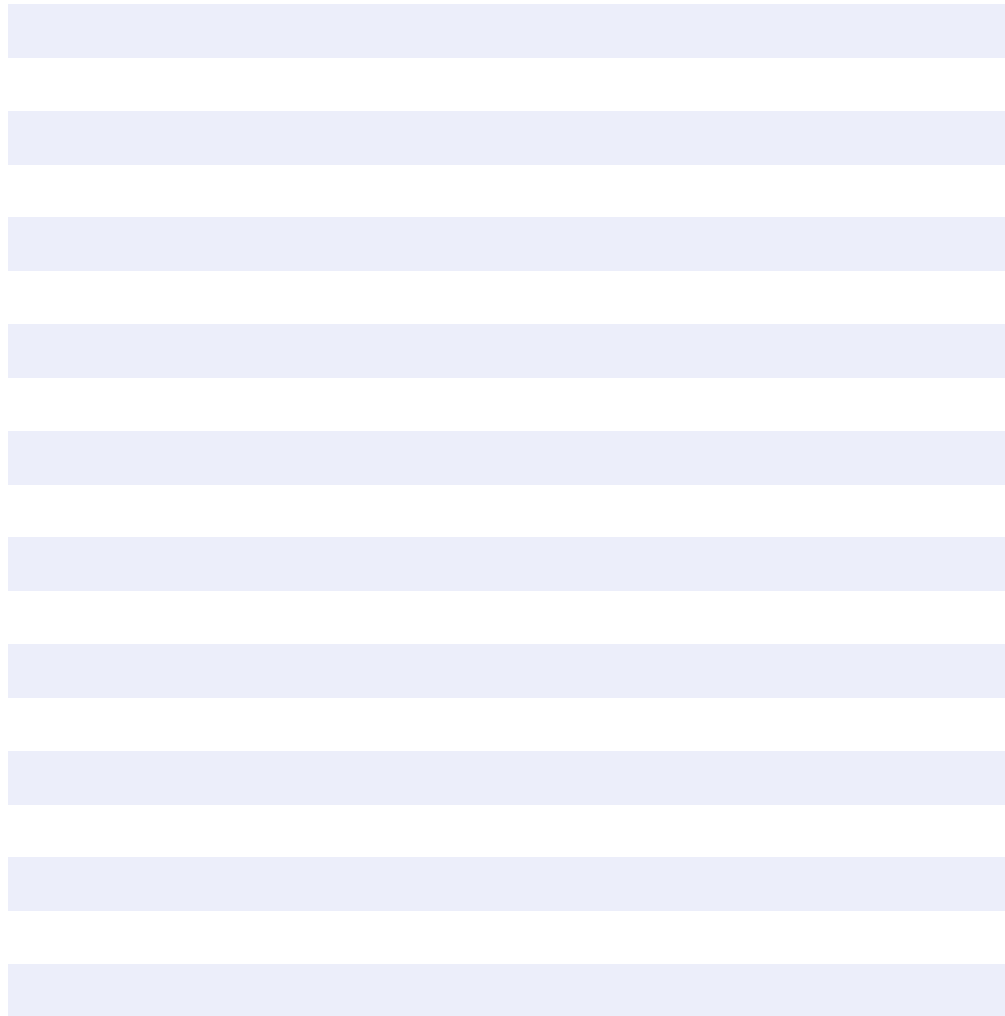
Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Capital One	NY	10452		N/A
Bank of America	IL	60501	Older American	N/A
JPMorgan Chase & Co.	AZ	85051		N/A
East West Bank	CA	91754	Older American	N/A
E*Trade Bank	HI	96792		N/A
Regions Financial Corporation	LA	70043		N/A
U.S. Bancorp	MT	59901		N/A
U.S. Bancorp	NE	68116		N/A
Flagstar Bank				N/A
Synchrony Financial	NY	11436		N/A
U.S. Bancorp	OR	97215		N/A
TD Bank US Holding Company	NY	11375		N/A
U.S. Bancorp	CA	91604		N/A
Wells Fargo & Company	NV	89502		N/A
PNC Bank N.A.	IL	62702		N/A
JPMorgan Chase & Co.	TX	77021		N/A
Wells Fargo & Company	MN	55418		N/A
Bank of America	GA	30060	Older American	N/A
Citizens Financial Group, Inc.	PA	15206		N/A
Capital One	CA	92283		N/A
Webster Bank	CT	06477		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	05/15/2014	Closed with monetary relief	Yes	No
Phone	05/06/2014	Closed with explanation	Yes	Yes
Fax	06/09/2014	Closed with monetary relief	Yes	No
Phone	05/12/2014	Closed	Yes	Yes
Referral	05/12/2014	Closed with explanation	Yes	No
Referral	05/12/2014	Closed with explanation	Yes	Yes
Referral	05/12/2014	Closed with explanation	Yes	Yes
Fax	05/06/2014	Closed with monetary relief	Yes	No
Referral	05/15/2014	Closed with explanation	Yes	No
Referral	05/13/2014	Closed with monetary relief	Yes	No
Web	05/07/2014	Closed with explanation	Yes	Yes
Web	05/15/2014	Closed with explanation	Yes	Yes
Web	05/07/2014	Closed with explanation	Yes	No
Web	05/08/2014	Closed with non-monetary relief	Yes	No
Referral	05/06/2014	Closed with explanation	Yes	No
Postal mail	05/15/2014	Closed with explanation	Yes	No
Web	05/02/2014	Closed with monetary relief	Yes	No
Web	05/13/2014	Closed with explanation	Yes	No
Web	05/08/2014	Closed with monetary relief	Yes	No
Web	05/06/2014	Closed with explanation	Yes	No
Phone	05/15/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

851147

835822

882177

842696

841000

841003

841004

834973

849373

842885

842913

849197

841439

843532

836111

849587

836129

843011

843623

835122

849764

Bank Account or Service Complaints

Based on Consumer Complaints

05/22/2014	Bank account or service	Other bank product/service
05/22/2014	Bank account or service	(CD) Certificate of deposit
05/08/2014	Bank account or service	Checking account
05/16/2014	Bank account or service	Other bank product/service
05/16/2014	Bank account or service	Checking account
05/08/2014	Bank account or service	Checking account
05/22/2014	Bank account or service	Checking account
05/16/2014	Bank account or service	Checking account
05/22/2014	Bank account or service	Checking account
05/13/2014	Bank account or service	Checking account
05/13/2014	Bank account or service	(CD) Certificate of deposit
05/22/2014	Bank account or service	Checking account
05/13/2014	Bank account or service	Checking account
05/16/2014	Bank account or service	Checking account
05/16/2014	Bank account or service	Checking account
05/13/2014	Bank account or service	Checking account
05/13/2014	Bank account or service	Checking account
05/22/2014	Bank account or service	Checking account
06/03/2014	Bank account or service	Checking account
06/03/2014	Bank account or service	Checking account
05/22/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	MO	63005	N/A
Barclays PLC	MA	02143	N/A
JPMorgan Chase & Co.	NY	11566	N/A
SunTrust Banks, Inc.	VA	20175	N/A
Bank of America	CA	92815	N/A
PNC Bank N.A.	NJ	08540	N/A
Wells Fargo & Company	VA	23451	N/A
The Huntington National Bank	OH	44511	N/A
Wells Fargo & Company	GA	30083	N/A
Wells Fargo & Company	UT	84663	N/A
Wells Fargo & Company	NC	28461	N/A
Wells Fargo & Company	CA	94506	N/A
Fidelity National Information Services, Inc. (FNIS)	TN	38474	N/A
Wells Fargo & Company	CA	92801	N/A
Wells Fargo & Company	OR	97030	N/A
Santander Bank US	VA	22201	N/A
Bank of America	MI	48127	N/A
Bank of America	CA	92131	N/A
Bank of America	NJ	08610	N/A
People's United Bank	TX	77099	N/A
PNC Bank N.A.	MI	48174	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	05/23/2014	Closed with explanation	No	No
Web	05/22/2014	Closed with explanation	Yes	Yes
Web	05/08/2014	Closed with explanation	Yes	No
Web	05/20/2014	Closed with non-monetary relief	Yes	No
Web	05/20/2014	Closed with non-monetary relief	Yes	No
Phone	05/29/2014	Closed with explanation	Yes	No
Phone	05/23/2014	Closed with explanation	Yes	No
Phone	05/20/2014	Closed with explanation	Yes	No
Postal mail	05/27/2014	Closed with explanation	Yes	No
Postal mail	05/15/2014	Closed with explanation	Yes	No
Phone	05/15/2014	Closed with explanation	Yes	No
Web	05/22/2014	Closed with explanation	Yes	No
Web	05/13/2014	Closed with explanation	Yes	Yes
Postal mail	05/20/2014	Closed with explanation	Yes	Yes
Referral	05/20/2014	Closed with non-monetary relief	Yes	No
Referral	05/15/2014	Closed	Yes	No
Web	05/13/2014	Closed with monetary relief	Yes	No
Phone	05/27/2014	Closed with monetary relief	Yes	No
Referral	06/05/2014	Closed with monetary relief	Yes	No
Referral	06/05/2014	Closed with explanation	Yes	No
Referral	05/27/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

865454

865405

843070

856602

855934

843889

864320

856035

864381

850066

850071

864453

850683

856724

856597

850343

850351

864701

878840

878930

864723

Bank Account or Service Complaints

Based on Consumer Complaints

05/22/2014	Bank account or service	Checking account
05/28/2014	Bank account or service	Other bank product/service
05/16/2014	Bank account or service	Other bank product/service
06/03/2014	Bank account or service	(CD) Certificate of deposit
06/03/2014	Bank account or service	Checking account
06/03/2014	Bank account or service	Checking account
06/03/2014	Bank account or service	Checking account
05/16/2014	Bank account or service	Other bank product/service
05/28/2014	Bank account or service	Other bank product/service
06/03/2014	Bank account or service	Other bank product/service
05/17/2014	Bank account or service	Checking account
05/13/2014	Bank account or service	Other bank product/service
05/17/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Savings account
05/29/2014	Bank account or service	(CD) Certificate of deposit
05/29/2014	Bank account or service	(CD) Certificate of deposit
05/29/2014	Bank account or service	(CD) Certificate of deposit
06/09/2014	Bank account or service	Checking account
05/18/2014	Bank account or service	Checking account
05/29/2014	Bank account or service	Checking account
05/22/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TCF National Bank	MI	48104	N/A
Ceannate	VA	24503	N/A
The CMI Group, Inc.	CA	90034	N/A
JPMorgan Chase & Co.			N/A
PNC Bank N.A.	PA	19002	N/A
Wells Fargo & Company	CA	94539	N/A
Bank of America	FL	32955	N/A
First Credit Services Inc.	CA	90034	N/A
Resurgent Capital Services L.P.	TX	76690	N/A
BNY Mellon	VA	22044	N/A
U.S. Bancorp	CA	90064	N/A
JPMorgan Chase & Co.	NJ	07450	N/A
TD Bank US Holding Company	NH	03063	N/A
Capital One	NY	11230	N/A
Ally Financial Inc.	CA	92154	N/A
Discover	CA	92154	N/A
First Republic Bank	CA	92154	N/A
M&T Bank Corporation	PA	17110	N/A
TD Bank US Holding Company	NJ	08648	N/A
PNC Bank N.A.	NJ	07055	N/A
PNC Bank N.A.	CA	90034	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	05/27/2014	Closed with explanation	Yes	No
Fax	06/12/2014	Closed with explanation	Yes	Yes
Web	05/20/2014	Closed with non-monetary relief	Yes	No
Fax	06/05/2014	Closed with explanation	No	No
Phone	06/06/2014	Closed with explanation	Yes	No
Web	06/03/2014	Closed with monetary relief	Yes	No
Web	06/03/2014	Closed with explanation	Yes	No
Web	05/21/2014	Closed with explanation	Yes	No
Postal mail	06/03/2014	Closed with explanation	Yes	No
Web	06/03/2014	Closed with explanation	Yes	Yes
Web	05/17/2014	Closed with explanation	Yes	Yes
Referral	05/14/2014	Closed with explanation	Yes	No
Web	05/17/2014	Closed with monetary relief	Yes	Yes
Phone	06/11/2014	Closed with explanation	Yes	Yes
Web	05/29/2014	Closed with explanation	Yes	Yes
Web	05/29/2014	Closed with explanation	Yes	Yes
Web	05/29/2014	Closed with explanation	Yes	Yes
Referral	06/11/2014	Closed with monetary relief	Yes	No
Web	05/18/2014	Closed with monetary relief	Yes	No
Referral	06/03/2014	Closed with explanation	Yes	No
Web	05/22/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

864754

871430

856461

879790

878881

878889

878922

856463

871081

878946

857133

850624

857233

886288

871849

871852

871854

886465

857426

872186

865409

Bank Account or Service Complaints

Based on Consumer Complaints

06/09/2014	Bank account or service	Other bank product/service
05/22/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Checking account
05/19/2014	Bank account or service	Checking account
05/19/2014	Bank account or service	Checking account
05/19/2014	Bank account or service	Checking account
05/23/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Other bank product/service
06/03/2014	Bank account or service	Checking account
05/29/2014	Bank account or service	Checking account
05/29/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Checking account
05/23/2014	Bank account or service	Cashing a check without an account
06/09/2014	Bank account or service	Checking account
06/03/2014	Bank account or service	Other bank product/service
05/19/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Other bank product/service
05/23/2014	Bank account or service	Checking account
05/23/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
05/19/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Using a debit or ATM card

Using a debit or ATM card

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Problems caused by my funds being low

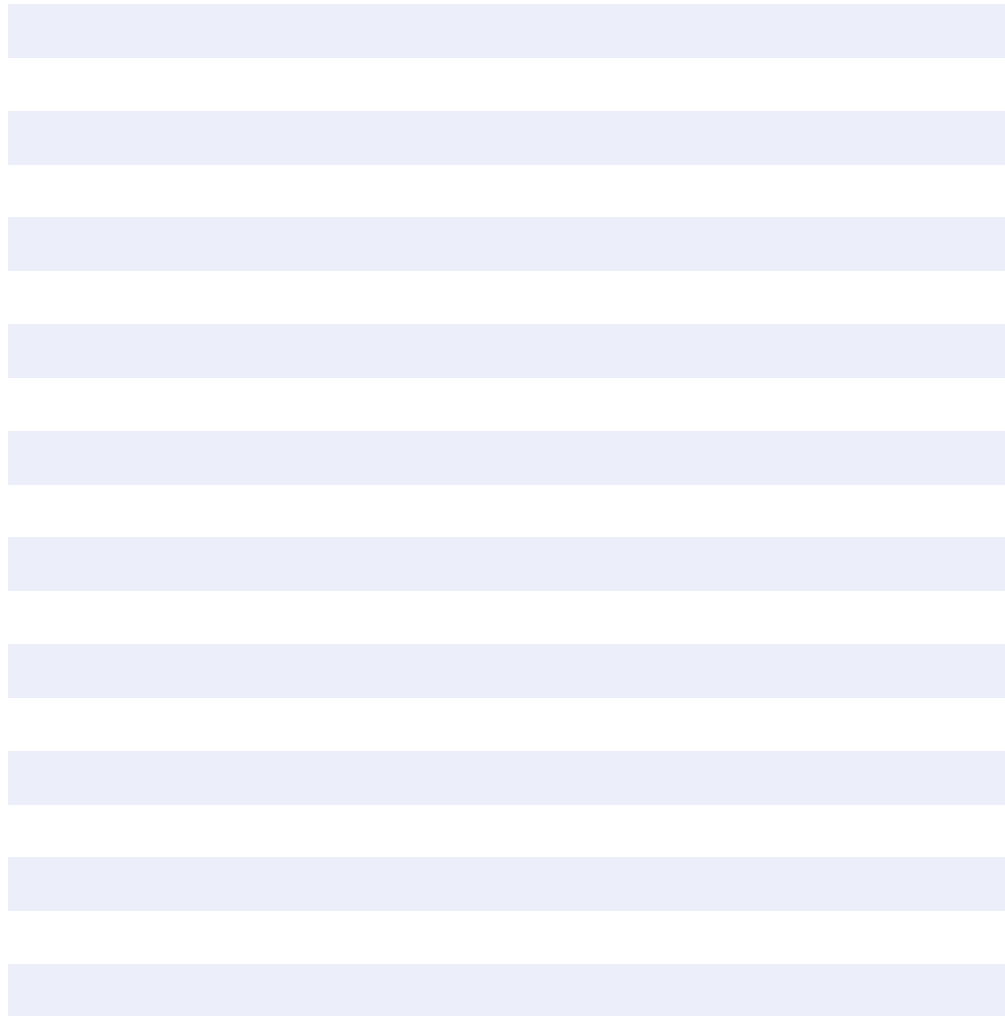
Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Security Finance				N/A
Bank of America	MA	02474		N/A
Wells Fargo & Company	CA	91740		N/A
Bank of America	CA	91331		N/A
SunTrust Banks, Inc.	GA	31903		N/A
Wells Fargo & Company	PA	18445		N/A
Citibank	CT	06320		N/A
First Data Corporation	AK	72376		N/A
Zions Bancorporation	AZ	85940		N/A
First Data Corporation	MD	20744		N/A
Capital One	MD	20706		N/A
SunTrust Banks, Inc.	FL	32757		N/A
Wells Fargo & Company	NJ	07111		N/A
Regions Financial Corporation	SC	29902		N/A
Professional Finance Company, Inc.				N/A
Wells Fargo & Company	PA	19087		N/A
Bank of America	GA	30060	Older American	N/A
BB&T Financial	MD	21012		N/A
Wells Fargo & Company	CT	06770		N/A
Bank of America	MA	02150		N/A
TCF National Bank	MN	55317		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	06/11/2014	Closed with non-monetary relief	Yes	No
Web	05/22/2014	Closed with monetary relief	Yes	No
Web	06/09/2014	Closed with non-monetary relief	Yes	Yes
Web	05/19/2014	Closed with monetary relief	Yes	No
Web	05/19/2014	Closed with explanation	Yes	No
Web	05/19/2014	Closed with explanation	Yes	No
Web	05/23/2014	Closed with explanation	Yes	Yes
Phone	06/11/2014	Closed with explanation	Yes	No
Web	06/03/2014	Closed with monetary relief	Yes	No
Web	06/03/2014	Closed with explanation	Yes	No
Web	05/29/2014	Closed with explanation	Yes	No
Referral	06/11/2014	Closed with explanation	Yes	No
Web	06/02/2014	Closed with explanation	Yes	No
Referral	06/11/2014	Closed with explanation	Yes	No
Postal mail	06/26/2014	Closed with explanation	Yes	No
Web	05/20/2014	Closed with monetary relief	Yes	No
Web	06/04/2014	Closed with explanation	Yes	No
Web	05/23/2014	Closed with explanation	Yes	No
Phone	05/28/2014	Closed	Yes	No
Referral	06/06/2014	Closed with monetary relief	Yes	No
Phone	05/21/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

886467

865298

887342

859044

859123

857705

867083

886512

879370

872347

872365

886636

866068

886902

878559

857881

879906

866255

866295

880544

858017

Bank Account or Service Complaints

Based on Consumer Complaints

05/19/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
05/29/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Other bank product/service
06/09/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Checking account
05/29/2014	Bank account or service	Checking account
05/29/2014	Bank account or service	(CD) Certificate of deposit
05/29/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Other bank product/service
06/04/2014	Bank account or service	Checking account
05/29/2014	Bank account or service	Checking account
05/29/2014	Bank account or service	Checking account
05/29/2014	Bank account or service	Other bank product/service
05/29/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

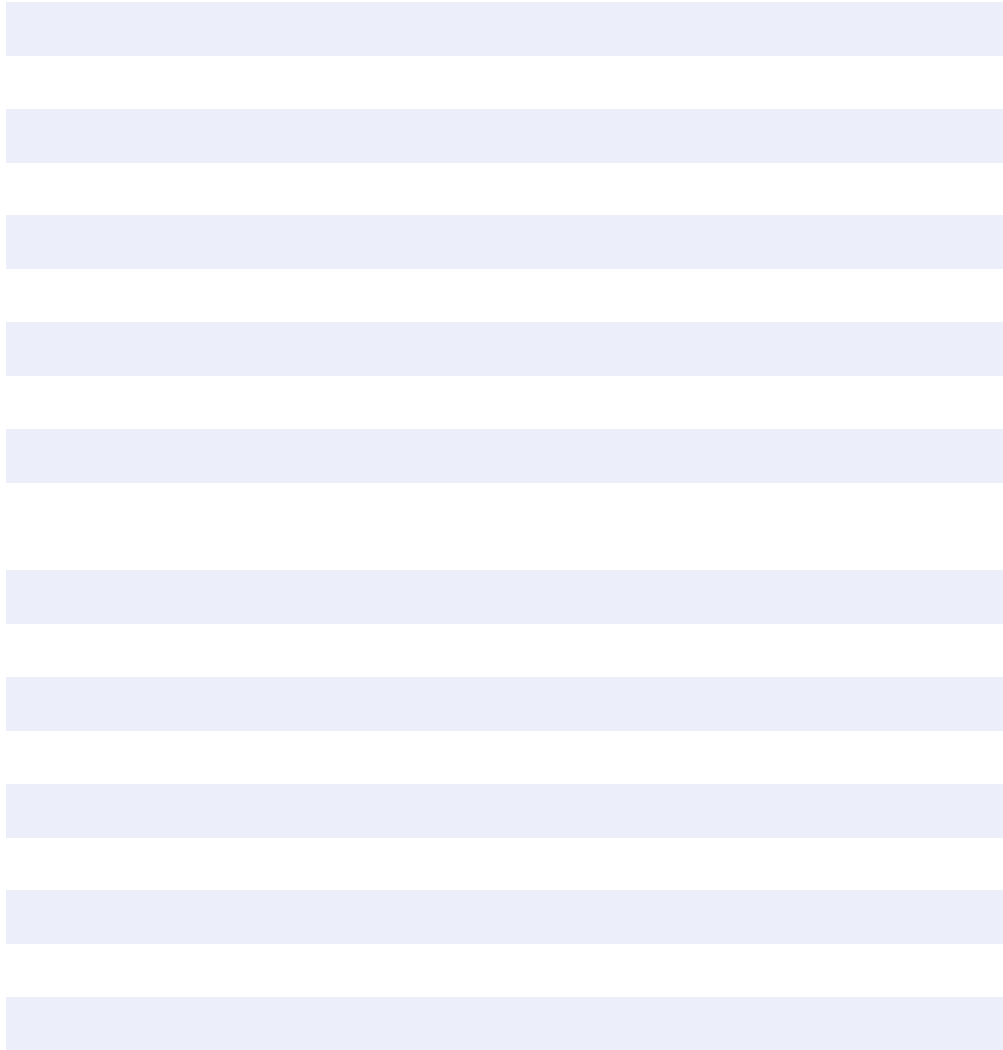
Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	CA	92618		N/A
U.S. Bancorp	CA	94565		N/A
Bank of America	TX	76542		N/A
JPMorgan Chase & Co.	NY	11379		N/A
BB&T Financial	NC	28602		N/A
JPMorgan Chase & Co.	CA	90302		N/A
TCF National Bank	IL	68428		N/A
Santander Bank US	MA	02115	Older American	N/A
Southwest Credit Systems, L.P.	TX	76109		N/A
Citibank	CT	06320		N/A
Citibank	CA	93065	Older American, Servicemember	N/A
Bank of America	WA	98409		N/A
Regions Financial Corporation	MS	39479		N/A
Wells Fargo & Company	FL	65560		N/A
Wells Fargo & Company	VA	24016		N/A
JPMorgan Chase & Co.	TX	78758	Servicemember	N/A
Bank of America	CA	90038		N/A
JPMorgan Chase & Co.	TX	78237	Older American	N/A
Wells Fargo & Company	VA	24055	Older American	N/A
Ally Financial Inc.	RI	02910		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	05/21/2014	Closed with monetary relief	Yes	No
Referral	06/06/2014	Closed with explanation	Yes	No
Referral	06/06/2014	Closed with explanation	Yes	No
Referral	06/06/2014	Closed with monetary relief	Yes	No
Referral	06/06/2014	Closed with explanation	Yes	No
Referral	06/06/2014	Closed with monetary relief	Yes	No
Phone	06/03/2014	Closed with explanation	Yes	No
Phone	06/11/2014	Closed with monetary relief	Yes	No
Web	06/11/2014	Closed	Yes	No
Web	06/09/2014	Closed with non-monetary relief	Yes	No
Web	06/09/2014	Closed with monetary relief	Yes	No
Web	05/29/2014	Closed with non-monetary relief	Yes	No
Web	05/29/2014	Closed with explanation	Yes	Yes
Web	05/29/2014	Closed	Yes	No
Postal mail	06/06/2014	Closed with explanation	Yes	Yes
Web	06/04/2014	Closed with explanation	Yes	No
Referral	06/04/2014	Closed with explanation	Yes	No
Phone	06/04/2014	Closed with explanation	Yes	No
Phone	06/04/2014	Closed with explanation	Yes	No
Referral	06/04/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

858020

880664

880475

879977

880622

880614

872691

886922

885718

885795

887433

872879

872896

873479

880485

880496

873438

872928

872971

874379

Bank Account or Service Complaints

Based on Consumer Complaints

06/10/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
06/10/2014	Bank account or service	Checking account
06/10/2014	Bank account or service	Savings account
05/29/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
06/10/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
05/29/2014	Bank account or service	Other bank product/service
06/04/2014	Bank account or service	Checking account
06/10/2014	Bank account or service	Checking account
06/10/2014	Bank account or service	Checking account
06/10/2014	Bank account or service	Checking account
05/19/2014	Bank account or service	Other bank product/service
05/19/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Other bank product/service
05/14/2014	Bank account or service	Other bank product/service
05/19/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Other bank product/service
05/14/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Pentagon FCU	VA	22151	Older American	N/A
JPMorgan Chase & Co.	OH	44087		N/A
PNC Bank N.A.	NY	11225		N/A
Bank of America	FL	33304	Older American	N/A
Wells Fargo & Company	CA	94965		N/A
Third Federal Savings & Loan	FL	33991		N/A
PNC Bank N.A.	PA	19446		N/A
Wells Fargo & Company	WA	98225		N/A
Amex	MD	21922		N/A
The Huntington National Bank	KY	81048	Older American	N/A
Bank of America	CA	94401		N/A
Citibank	NY	14005		N/A
Santander Bank US	NH	03054		N/A
Bank of America	SC	29536		N/A
PNC Bank N.A.	PA	15425		N/A
JPMorgan Chase & Co.	IL	60565		N/A
Navy FCU	GA	30122		N/A
Bank of America	CA	94306		N/A
SunTrust Banks, Inc.	GA	30319		N/A
U.S. Bancorp	WI	53089		N/A
Synchrony Financial	CA	94014		N/A
TD Bank US Holding Company	FL	33312		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	06/10/2014	Closed with explanation	Yes	Yes
Web	06/04/2014	Closed with explanation	Yes	No
Web	06/10/2014	Closed with explanation	Yes	No
Postal mail	06/11/2014	Closed with explanation	Yes	No
Phone	06/04/2014	Closed with monetary relief	Yes	No
Phone	06/09/2014	Closed with explanation	Yes	No
Web	06/10/2014	Closed with explanation	Yes	No
Web	06/04/2014	Closed with explanation	Yes	No
Web	05/29/2014	Closed with explanation	Yes	Yes
Phone	06/06/2014	Closed with explanation	Yes	No
Fax	06/12/2014	Closed with explanation	Yes	No
Phone	06/12/2014	Closed with explanation	Yes	No
Web	06/10/2014	Closed	Yes	No
Fax	05/21/2014	Closed with explanation	Yes	Yes
Phone	05/21/2014	Closed with explanation	Yes	No
Web	05/14/2014	Closed with explanation	Yes	Yes
Web	05/14/2014	Closed with explanation	Yes	No
Web	05/19/2014	Closed with monetary relief	Yes	No
Referral	05/16/2014	Closed with monetary relief	Yes	No
Referral	05/19/2014	Closed with monetary relief	Yes	No
Postal mail	05/27/2014	Closed with explanation	Yes	No
Web	05/16/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

887807

880615

887842

887489

873123

880770

887918

880905

873481

881041

888321

888483

888519

858349

859807

852968

853256

858529

851376

851432

852920

851449

Bank Account or Service Complaints

Based on Consumer Complaints

05/14/2014	Bank account or service	Checking account
05/19/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Other bank product/service
05/19/2014	Bank account or service	Checking account
05/19/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Checking account
06/10/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Other bank product/service
05/30/2014	Bank account or service	Other bank product/service
05/14/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Cashing a check without an account
05/30/2014	Bank account or service	(CD) Certificate of deposit
05/14/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	Other bank product/service
05/20/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	NC	27615	Older American	N/A
Wells Fargo & Company	NC	28054		N/A
SunTrust Banks, Inc.	NC	27610		N/A
First Data Corporation	MS	39046	Servicemember	N/A
Bank of America	CA	91706		N/A
Bank of America	FL	33013		N/A
Union Bank	CA	92225		N/A
BB&T Financial	NC	28562		N/A
U.S. Bancorp	PA	18940		N/A
JPMorgan Chase & Co.	NY	10029		N/A
TD Bank US Holding Company	ME	04280		N/A
Synchrony Financial	CA	92154		N/A
Bank of America	NC	27409		N/A
U.S. Bancorp	CA	92887		N/A
HSBC North America Holdings Inc.	MA	01824		N/A
HSBC North America Holdings Inc.	CA	94109		N/A
U.S. Bancorp	NY	10013		N/A
TD Bank US Holding Company	NY	10705		N/A
Bank of America	FL	33025		N/A
Bank of America	HI	96707		N/A
IBERIABANK	LA	70633		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	05/16/2014	Closed with monetary relief	Yes	Yes
Web	05/19/2014	Closed with monetary relief	Yes	No
Referral	06/02/2014	Closed with explanation	Yes	Yes
Phone	05/21/2014	Closed with explanation	Yes	No
Web	05/20/2014	Closed	Yes	No
Web	05/14/2014	Closed with explanation	Yes	No
Referral	06/12/2014	Closed with monetary relief	Yes	No
Web	05/14/2014	Closed with explanation	Yes	No
Web	05/30/2014	Closed with explanation	Yes	No
Referral	05/16/2014	Closed with explanation	Yes	No
Web	05/30/2014	Closed with explanation	Yes	Yes
Web	05/30/2014	Closed with explanation	Yes	Yes
Referral	05/16/2014	Closed with explanation	Yes	No
Web	05/30/2014	Closed with monetary relief	Yes	No
Web	05/30/2014	Closed with explanation	Yes	No
Web	06/04/2014	Closed with monetary relief	Yes	No
Web	05/30/2014	Closed with explanation	Yes	No
Web	05/30/2014	Closed with explanation	Yes	No
Referral	05/21/2014	Closed with explanation	Yes	Yes
Referral	05/21/2014	Closed with explanation	Yes	No
Referral	05/21/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

852936

858891

852395

858924

861441

851448

889652

851829

874119

851889

874145

873989

851920

874161

874176

875653

875414

874193

860906

860937

861017

Bank Account or Service Complaints

Based on Consumer Complaints

05/20/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Other bank product/service
05/20/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Other bank product/service
05/14/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Other bank product/service
05/30/2014	Bank account or service	Checking account
05/23/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	(CD) Certificate of deposit
05/14/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Checking account
06/04/2014	Bank account or service	Checking account
05/14/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

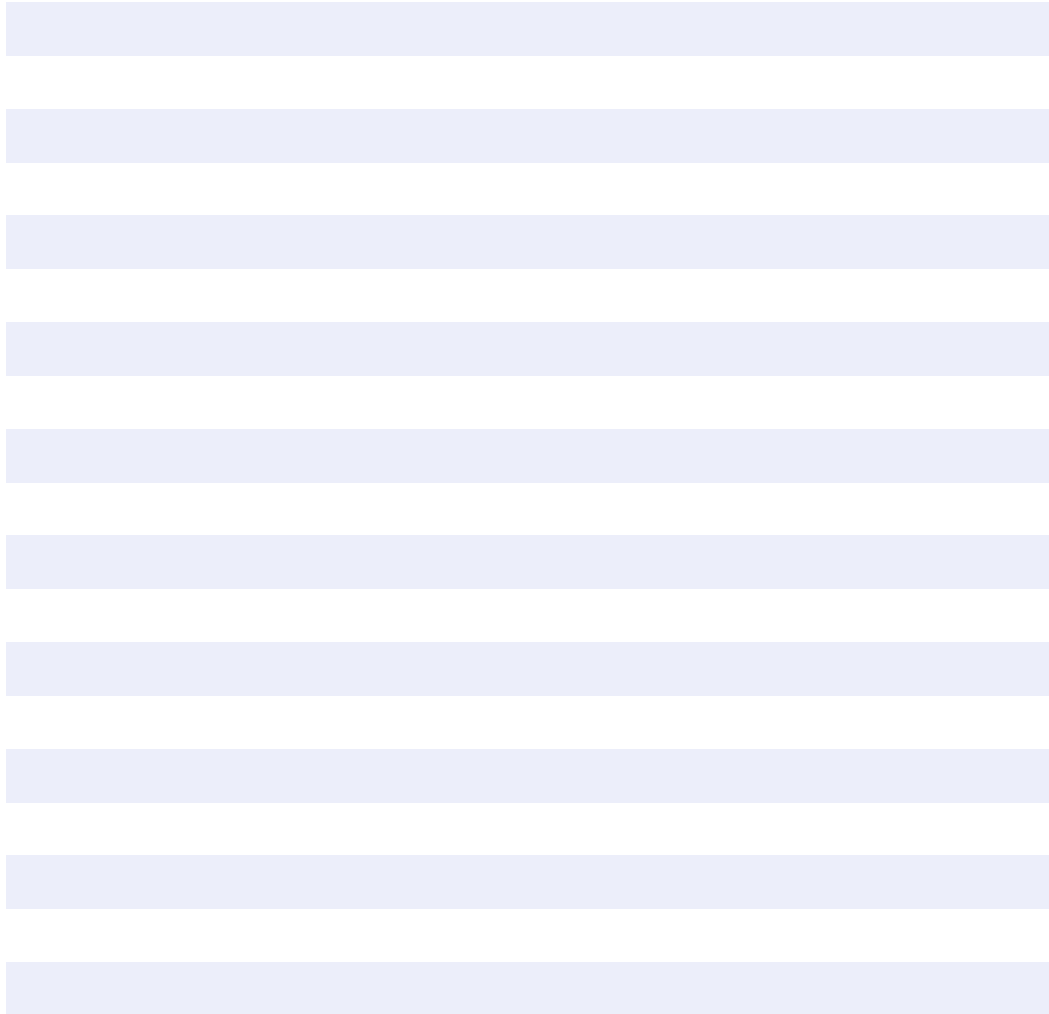
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

SunTrust Banks, Inc.	GA	30319		N/A
Bank of America	CA	91304		N/A
SunTrust Banks, Inc.	FL	33618		N/A
Bank of America	GA	30088		N/A
Google Inc.	PA	15207		N/A
New York Community Bank	OH	44077		N/A
Bank of America	CA	92240		N/A
OneMain Financial Holdings, LLC	CA	93001		N/A
TD Bank US Holding Company	SC	29455	Older American	N/A
JPMorgan Chase & Co.	OH	43138		N/A
TD Bank US Holding Company	FL	33418		N/A
JPMorgan Chase & Co.	NY	11435		N/A
PNC Bank N.A.	NC	28472		N/A
Bank of America	TX	76626	Older American	N/A
Wells Fargo & Company	SC	29605		N/A
Wells Fargo & Company	OR	97701		N/A
TCF National Bank	AZ	85912		N/A
SunTrust Banks, Inc.	GA	31088		N/A
Wells Fargo & Company	NV	89084		N/A
BBVA Compass	TX	78613		N/A
TD Bank US Holding Company	NY	11040		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	05/21/2014	Closed with monetary relief	Yes	No
Web	05/14/2014	Closed with explanation	Yes	No
Web	05/20/2014	Closed with explanation	Yes	No
Web	05/21/2014	Closed with non-monetary relief	Yes	No
Referral	06/04/2014	Closed with explanation	Yes	No
Phone	06/04/2014	Closed with explanation	Yes	No
Postal mail	05/16/2014	Closed with explanation	Yes	No
Postal mail	06/04/2014	Closed with explanation	Yes	Yes
Web	05/30/2014	Closed with explanation	Yes	No
Web	05/23/2014	Closed with explanation	Yes	Yes
Postal mail	06/09/2014	Closed with explanation	Yes	No
Web	05/20/2014	Closed with explanation	Yes	Yes
Postal mail	06/04/2014	Closed	Yes	No
Phone	05/16/2014	Closed with explanation	Yes	No
Web	05/30/2014	Closed with explanation	Yes	No
Web	06/09/2014	Closed with monetary relief	Yes	No
Referral	05/16/2014	Closed with monetary relief	Yes	No
Referral	05/16/2014	Closed with explanation	Yes	No
Web	06/04/2014	Closed with explanation	Yes	No
Referral	05/16/2014	Closed with monetary relief	Yes	No
Web	05/30/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

859917

851997

860102

860103

874239

874284

852134

874028

874414

866489

881127

860299

875706

852356

874533

881187

852898

852902

881649

852909

874576

Bank Account or Service Complaints

Based on Consumer Complaints

05/20/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	(CD) Certificate of deposit
05/14/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
05/23/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	Cashing a check without an account
06/16/2014	Bank account or service	Checking account
06/20/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	Checking account
05/23/2014	Bank account or service	Checking account
06/10/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
06/10/2014	Bank account or service	Checking account
06/20/2014	Bank account or service	Other bank product/service
06/05/2014	Bank account or service	Other bank product/service
06/05/2014	Bank account or service	(CD) Certificate of deposit
05/14/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Problems caused by my funds being low

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Making/receiving payments, sending money

Making/receiving payments, sending money

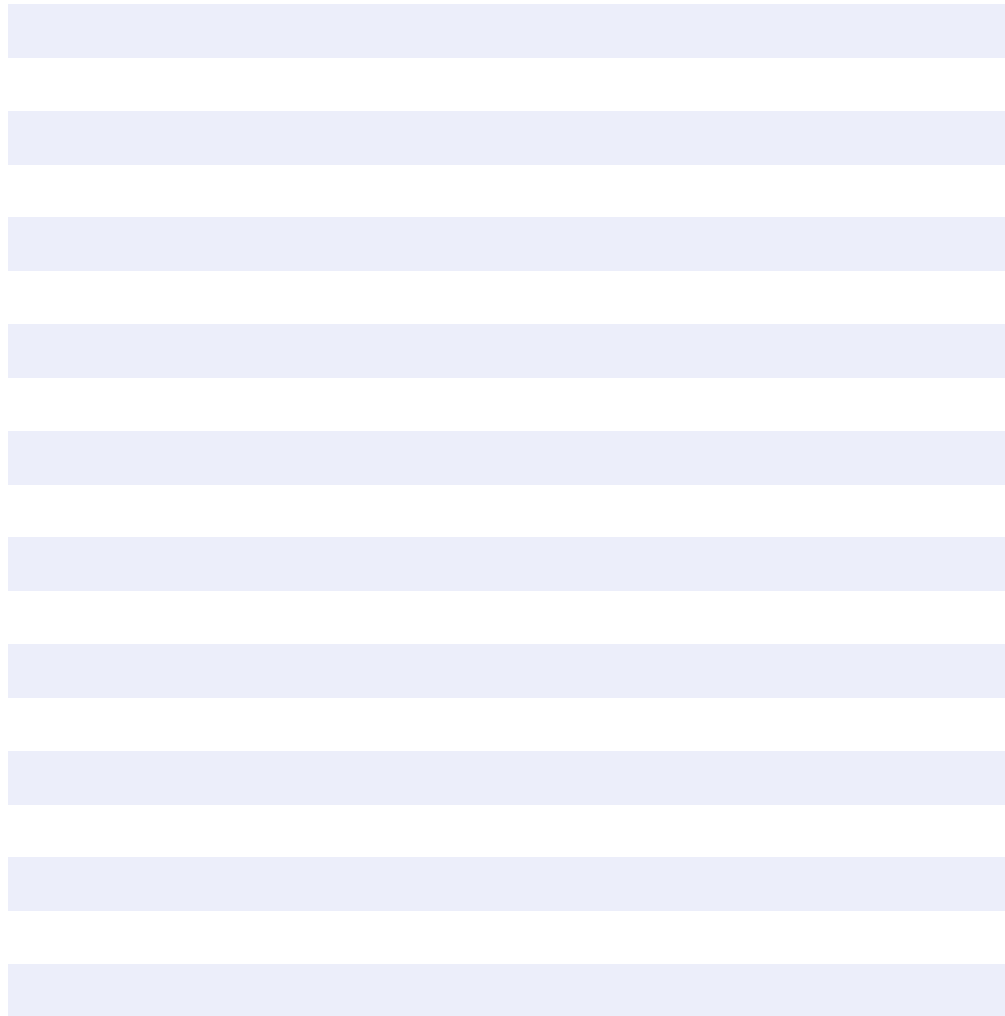
Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	CA	92704		N/A
JPMorgan Chase & Co.				N/A
Wells Fargo & Company	CA	90048		N/A
Banco Popular North America	FL	33167		N/A
Bank of America	NV	89128		N/A
Santander Bank US	MA	01854		N/A
Bank of America	SC	29334		N/A
Regions Financial Corporation	AR	72401		N/A
Bank of America	CA	92627		N/A
TD Bank US Holding Company	MA	02361		N/A
Wells Fargo & Company	OR	97338		N/A
JPMorgan Chase & Co.	OR	97205		N/A
U.S. Bancorp	NV	89169		N/A
JPMorgan Chase & Co.	IL	60193		N/A
Capital One	LA	70005		N/A
Citizens Financial Group, Inc.	VT	05602		N/A
Citibank	RI	02907	Older American	N/A
JPMorgan Chase & Co.	TX	77511		N/A
Bank of America	CA	94565		N/A
Regions Financial Corporation	VA	24201		N/A
Wells Fargo & Company	CA	90010		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	05/22/2014	Closed with explanation	Yes	Yes
Referral	06/18/2014	Closed with explanation	Yes	Yes
Referral	05/16/2014	Closed with explanation	Yes	Yes
Phone	06/04/2014	Closed with explanation	Yes	No
Web	05/23/2014	Closed	Yes	No
Web	06/16/2014	Closed	Yes	No
Web	05/30/2014	Closed with monetary relief	Yes	No
Web	05/20/2014	Closed with explanation	Yes	No
Postal mail	06/18/2014	Closed with explanation	Yes	No
Postal mail	06/24/2014	Closed with explanation	Yes	Yes
Phone	05/21/2014	Closed with explanation	Yes	Yes
Referral	06/19/2014	Closed with explanation	Yes	No
Web	05/23/2014	Closed with monetary relief	Yes	No
Referral	06/12/2014	Closed with explanation	Yes	No
Web	06/17/2014	Closed with explanation	Yes	Yes
Phone	06/04/2014	Closed with monetary relief	Yes	No
Phone	06/12/2014	Closed with monetary relief	Yes	Yes
Web	06/20/2014	Closed with explanation	Yes	No
Referral	06/09/2014	Closed with explanation	Yes	No
Referral	06/09/2014	Closed with explanation	Yes	No
Phone	05/19/2014	Closed	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

861718

896760

852440

874610

867114

896412

874671

860562

896449

905047

860593

896467

866774

887592

896495

874785

888728

904162

882185

882388

852715

Bank Account or Service Complaints

Based on Consumer Complaints

05/23/2014	Bank account or service	Checking account
05/23/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Checking account
05/23/2014	Bank account or service	Checking account
05/23/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	(CD) Certificate of deposit
06/05/2014	Bank account or service	Checking account
06/10/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Other bank product/service
05/24/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	(CD) Certificate of deposit
05/24/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	Checking account
05/24/2014	Bank account or service	(CD) Certificate of deposit
05/24/2014	Bank account or service	Other bank product/service
06/11/2014	Bank account or service	Checking account
06/11/2014	Bank account or service	Other bank product/service
06/20/2014	Bank account or service	Checking account
06/11/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

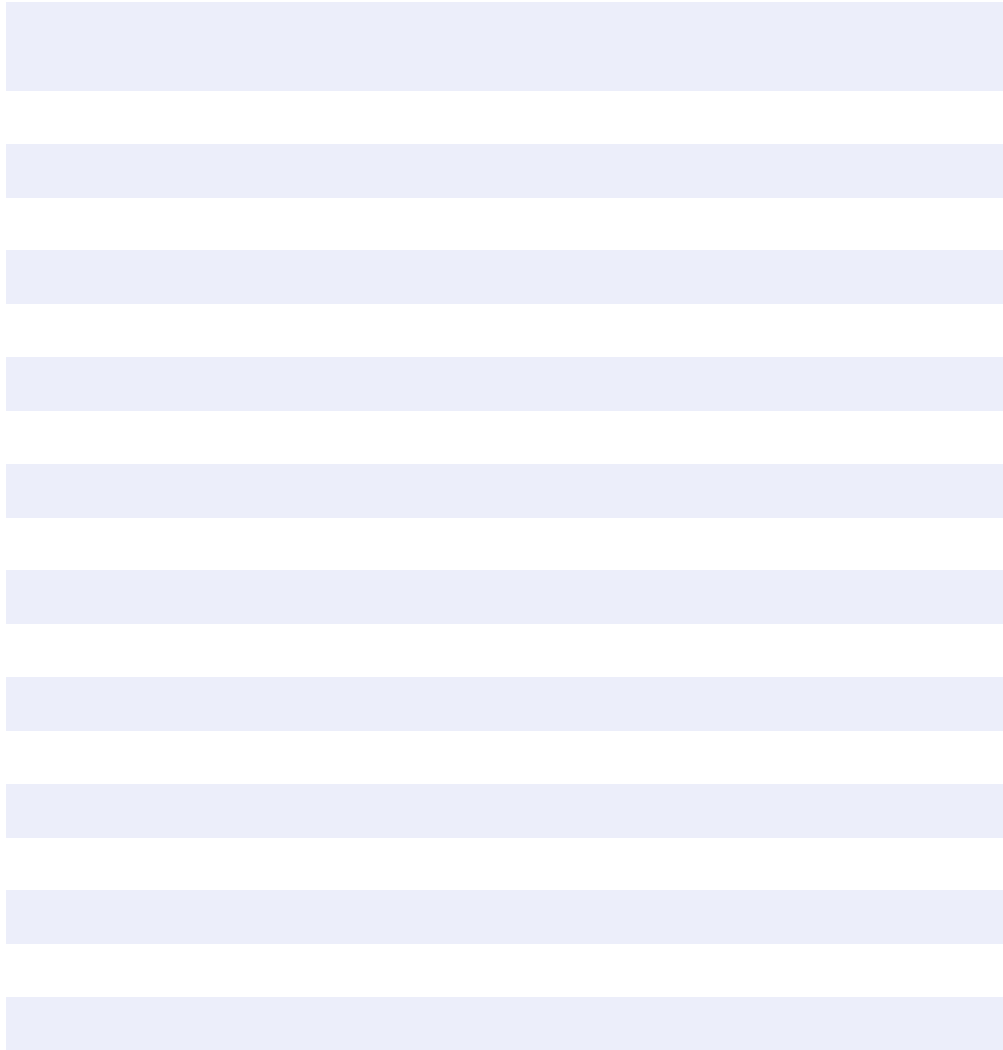
Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	CA	94510		N/A
Bank of America	CA	95076	Older American, Servicemember	N/A
Bank of America	FL	32738		N/A
Wells Fargo & Company	NM	87108	Servicemember	N/A
IBERIABANK	AR	72204		N/A
Regions Financial Corporation	AR	72221		N/A
Wells Fargo & Company	NE	68357		N/A
BMO Harris	WI	53211		N/A
The Huntington National Bank	MI	49221		N/A
PayPal Holdings, Inc.	NV	89115		N/A
Bank of America	IA	50316		N/A
Ally Financial Inc.	NJ	07054		N/A
SunTrust Banks, Inc.	VA	20194		N/A
Wells Fargo & Company	NV	89131		N/A
U.S. Bancorp	CA	90808		N/A
JPMorgan Chase & Co.	GA	31701		N/A
U.S. Bancorp	CA	92260		N/A
TD Bank US Holding Company	NY	10963		N/A
Bank of America	SD	57702		N/A
Astoria Bank	NY	11769		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	05/28/2014	Closed with explanation	Yes	No
Phone	05/29/2014	Closed	Yes	No
Phone	06/10/2014	Closed with explanation	Yes	No
Phone	06/04/2014	Closed with monetary relief	Yes	No
Postal mail	05/29/2014	Closed with explanation	Yes	Yes
Postal mail	05/29/2014	Closed with explanation	Yes	No
Web	06/16/2014	Closed with explanation	Yes	No
Web	06/05/2014	Closed with explanation	Yes	No
Web	06/10/2014	Closed with monetary relief	Yes	No
Referral	06/04/2014	Closed with monetary relief	Yes	No
Web	05/24/2014	Closed with monetary relief	Yes	No
Referral	05/21/2014	Closed with explanation	Yes	No
Web	05/24/2014	Closed with non-monetary relief	Yes	No
Web	05/20/2014	Closed with monetary relief	Yes	No
Web	05/29/2014	Closed with explanation	Yes	No
Web	05/24/2014	Closed with explanation	Yes	No
Referral	06/13/2014	Closed with non-monetary relief	Yes	No
Postal mail	06/12/2014	Closed with explanation	Yes	No
Web	06/20/2014	Closed with explanation	Yes	No
Web	06/11/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

866894

866930

874908

874909

865870

866951

895938

882119

888903

875703

867426

861134

867599

860930

867495

867602

889561

889624

904469

889663

Bank Account or Service Complaints

Based on Consumer Complaints

05/15/2014	Bank account or service	Checking account
06/05/2014	Bank account or service	Other bank product/service
06/18/2014	Bank account or service	Checking account
05/15/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	Checking account
06/20/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	Checking account
06/20/2014	Bank account or service	Checking account
05/25/2014	Bank account or service	Other bank product/service
05/30/2014	Bank account or service	Checking account
05/30/2014	Bank account or service	Other bank product/service
06/20/2014	Bank account or service	Other bank product/service
05/30/2014	Bank account or service	Other bank product/service
05/26/2014	Bank account or service	Checking account
05/26/2014	Bank account or service	Other bank product/service
06/20/2014	Bank account or service	Checking account
06/05/2014	Bank account or service	Other bank product/service
06/20/2014	Bank account or service	Checking account
05/31/2014	Bank account or service	Savings account
05/27/2014	Bank account or service	Checking account
05/31/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Problems caused by my funds being low

Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	PA	17512		N/A
Synchrony Financial	TX	75244		N/A
TD Bank US Holding Company	NJ	08302		N/A
Regions Financial Corporation	GA	30752		N/A
BB&T Financial	AL	36605		N/A
TD Bank US Holding Company	NJ	08053		N/A
JPMorgan Chase & Co.	FL	33130		N/A
SunTrust Banks, Inc.	FL	33312		N/A
Wells Fargo & Company	WI	54636		N/A
Expert Global Solutions, Inc.	OR	97882		N/A
Citizens Financial Group, Inc.	MI	48302		N/A
Capital One	AZ	85739		N/A
Bank of America	CA	92507		N/A
Meridian Financial Services, Inc.	CA	92620		N/A
Wells Fargo & Company	NJ	07086		N/A
Capital One	CA	92154		N/A
CIT Bank National Association	CA	90291	Older American	N/A
Wells Fargo & Company	DE	19802		N/A
U.S. Bancorp	NE	68154		N/A
JPMorgan Chase & Co.	NY	11208		N/A
JPMorgan Chase & Co.	NY	10116		N/A
Bank of America	NY	12401		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	05/19/2014	Closed with monetary relief	Yes	No
Referral	06/09/2014	Closed with explanation	Yes	No
Postal mail	06/20/2014	Closed with monetary relief	Yes	No
Referral	05/19/2014	Closed with explanation	Yes	Yes
Web	06/17/2014	Closed with explanation	Yes	No
Phone	05/21/2014	Closed with non-monetary relief	Yes	No
Web	06/20/2014	Closed with explanation	Yes	No
Web	06/16/2014	Closed with monetary relief	Yes	No
Web	06/20/2014	Closed with monetary relief	Yes	No
Web	06/04/2014	Closed with explanation	Yes	No
Phone	06/04/2014	Closed with explanation	Yes	No
Postal mail	06/05/2014	Closed with explanation	Yes	No
Phone	06/24/2014	Closed with explanation	Yes	No
Web	06/05/2014	Closed	Yes	No
Web	05/26/2014	Closed	Yes	No
Web	05/26/2014	Closed with explanation	Yes	Yes
Web	06/20/2014	Closed with explanation	Yes	No
Phone	06/11/2014	Closed with explanation	Yes	No
Web	06/20/2014	Closed with non-monetary relief	Yes	No
Web	06/16/2014	Closed with explanation	Yes	No
Postal mail	05/29/2014	Closed with monetary relief	Yes	No
Web	05/31/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

854120

882289

900463

853993

895811

861015

904516

896917

904620

867732

875224

874011

904736

875276

867957

867803

904810

882593

903306

875770

868122

875796

Bank Account or Service Complaints

Based on Consumer Complaints

05/27/2014	Bank account or service	Other bank product/service
05/27/2014	Bank account or service	Checking account
06/05/2014	Bank account or service	Checking account
06/11/2014	Bank account or service	Other bank product/service
05/27/2014	Bank account or service	Other bank product/service
06/21/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	Other bank product/service
05/31/2014	Bank account or service	Savings account
06/05/2014	Bank account or service	Checking account
06/05/2014	Bank account or service	Checking account
06/21/2014	Bank account or service	Checking account
06/17/2014	Bank account or service	Checking account
05/27/2014	Bank account or service	Checking account
06/17/2014	Bank account or service	Checking account
06/17/2014	Bank account or service	Checking account
06/01/2014	Bank account or service	Checking account
06/05/2014	Bank account or service	Checking account
05/27/2014	Bank account or service	Checking account
06/22/2014	Bank account or service	Checking account
06/22/2014	Bank account or service	Checking account
06/05/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Using a debit or ATM card

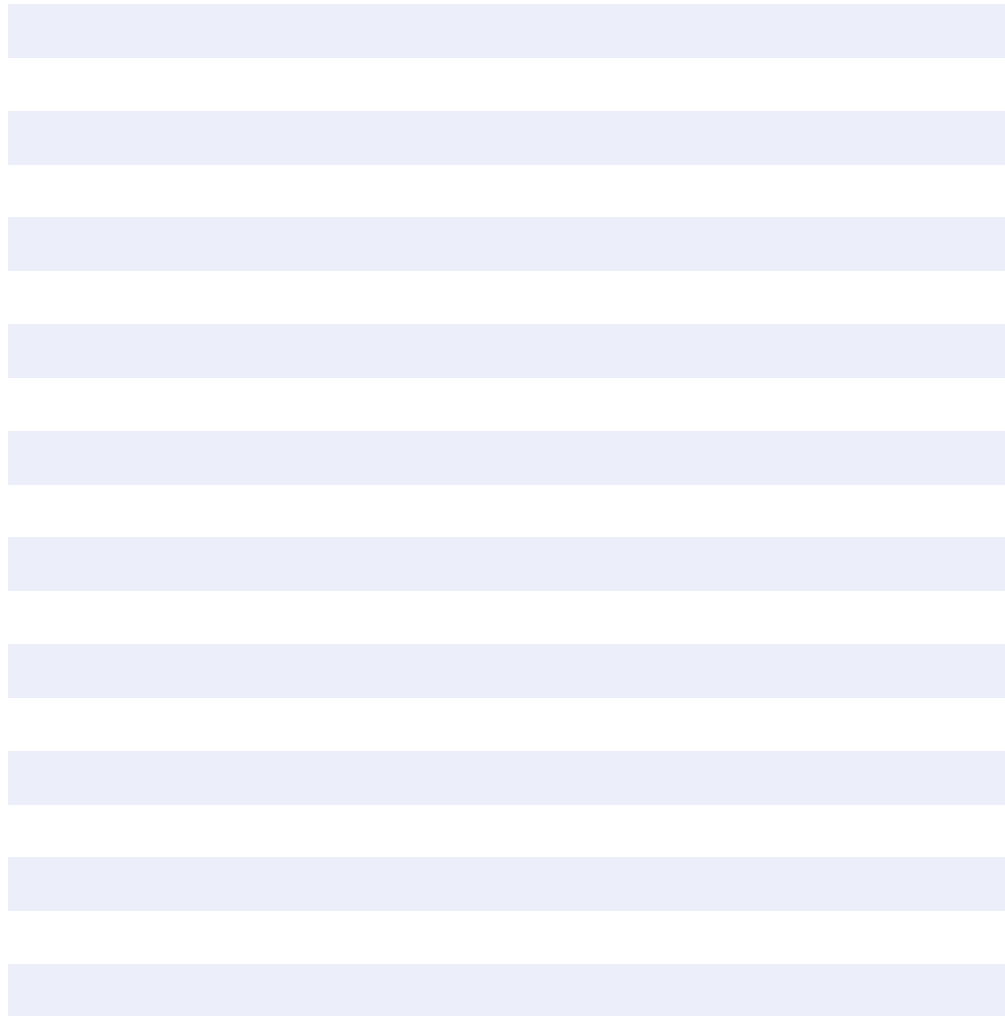
Account opening, closing, or management

Problems caused by my funds being low

Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

GM Financial	OH	44126		N/A
JPMorgan Chase & Co.	WI	53220		N/A
Wells Fargo & Company	TX	76120		N/A
JPMorgan Chase & Co.	NY	11364		N/A
Capital One	PA	19464		N/A
Bank of America	CA	91789		N/A
Encore Capital Group	WA	98116		N/A
Wells Fargo & Company	FL	33407		N/A
PNC Bank N.A.	CA	90024		N/A
JPMorgan Chase & Co.	MD	21237		N/A
Wells Fargo & Company	CA	93406		N/A
Ally Financial Inc.	GA	85203		N/A
PNC Bank N.A.	MI	48335		N/A
Wells Fargo & Company	TX	78231		N/A
Bank of America	MO	63147		N/A
Bank of America	KS	67205		N/A
Wells Fargo & Company	PA	18428		N/A
Wells Fargo & Company	NC	28025		N/A
Wells Fargo & Company	DC	20009		N/A
BOK Financial Corp	OK	74053	Older American	N/A
PayPal Holdings, Inc.	OK	74955	Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	06/02/2014	Closed with monetary relief	Yes	No
Referral	06/02/2014	Closed with explanation	Yes	No
Postal mail	06/09/2014	Closed with explanation	Yes	No
Web	06/11/2014	Closed with explanation	Yes	Yes
Referral	06/02/2014	Closed with explanation	Yes	No
Web	06/21/2014	Closed with explanation	Yes	No
Postal mail	06/19/2014	Closed with explanation	Yes	No
Web	05/31/2014	Closed with explanation	Yes	No
Web	06/09/2014	Closed with explanation	Yes	No
Referral	06/09/2014	Closed with explanation	Yes	No
Web	06/21/2014	Closed	Yes	Yes
Web	06/17/2014	Closed with explanation	Yes	No
Web	05/27/2014	Closed with explanation	Yes	No
Web	06/17/2014	Closed with explanation	Yes	No
Web	06/17/2014	Closed with explanation	Yes	No
Web	06/01/2014	Closed with monetary relief	Yes	No
Web	06/05/2014	Closed with monetary relief	Yes	No
Referral	06/02/2014	Closed with monetary relief	Yes	No
Web	06/22/2014	Closed with monetary relief	Yes	No
Web	06/22/2014	Closed with monetary relief	Yes	No
Phone	06/10/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

868210

868266

882660

889975

868145

905237

895861

875858

883218

883010

905390

897826

868269

897851

897852

876004

882789

868381

905498

905401

882926

Bank Account or Service Complaints

Based on Consumer Complaints

06/05/2014	Bank account or service	Other bank product/service
06/11/2014	Bank account or service	Savings account
06/05/2014	Bank account or service	Checking account
05/27/2014	Bank account or service	Checking account
06/05/2014	Bank account or service	Checking account
06/02/2014	Bank account or service	Savings account
05/27/2014	Bank account or service	Other bank product/service
06/02/2014	Bank account or service	Checking account
06/17/2014	Bank account or service	Other bank product/service
06/23/2014	Bank account or service	Other bank product/service
06/05/2014	Bank account or service	Checking account
06/05/2014	Bank account or service	Checking account
06/17/2014	Bank account or service	Other bank product/service
05/27/2014	Bank account or service	Checking account
06/17/2014	Bank account or service	(CD) Certificate of deposit
06/06/2014	Bank account or service	Other bank product/service
06/06/2014	Bank account or service	Checking account
06/06/2014	Bank account or service	Other bank product/service
06/06/2014	Bank account or service	Checking account
06/06/2014	Bank account or service	Checking account
05/27/2014	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	DC	20010		N/A
Bank of America	NJ	08015	Older American	N/A
Bank of America	DC	20010		N/A
JPMorgan Chase & Co.	NJ	07666		N/A
TD Bank US Holding Company	NY	11553		N/A
Comerica	MI	40206		N/A
Bank of America	CA	95403		N/A
Santander Bank US	NY	10306		N/A
First Data Corporation	TX	76542	Servicemember	N/A
PayPal Holdings, Inc.	NC	28277		N/A
Bank of America	CA	95380		N/A
Bank of America	GA	30281		N/A
JPMorgan Chase & Co.	WI	53225	Older American	N/A
Bank of America	GU	96913	Servicemember	N/A
Synchrony Financial	CA	92677		N/A
PNC Bank N.A.	PA	15217		N/A
TD Bank US Holding Company	FL	34986		N/A
Synchrony Financial	OK	74003		N/A
JPMorgan Chase & Co.	OR	97205		N/A
USAA Savings	VA	22901		N/A
BMO Harris	NY	10022	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	06/05/2014	Closed with explanation	Yes	No
Web	06/11/2014	Closed with explanation	Yes	No
Web	06/05/2014	Closed with explanation	Yes	No
Phone	06/02/2014	Closed with explanation	Yes	No
Web	06/05/2014	Closed with monetary relief	Yes	No
Referral	06/06/2014	Closed with explanation	Yes	Yes
Referral	06/02/2014	Closed with explanation	Yes	No
Referral	06/05/2014	Closed	Yes	No
Phone	06/19/2014	Closed with explanation	No	No
Web	06/25/2014	Closed with explanation	Yes	Yes
Phone	06/09/2014	Closed with monetary relief	Yes	No
Web	06/25/2014	Closed with monetary relief	Yes	No
Referral	06/19/2014	Closed with explanation	Yes	No
Referral	06/02/2014	Closed with monetary relief	Yes	No
Web	06/19/2014	Closed with monetary relief	Yes	No
Web	06/06/2014	Closed with monetary relief	Yes	No
Referral	06/10/2014	Closed with monetary relief	Yes	No
Referral	06/10/2014	Closed with monetary relief	Yes	No
Referral	06/10/2014	Closed with explanation	Yes	No
Referral	06/10/2014	Closed with monetary relief	Yes	No
Phone	06/02/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

882942

889521

882943

868527

883024

876519

869284

876522

898183

906033

883141

883112

898286

869281

898318

885248

885223

885222

884897

884302

869038

Bank Account or Service Complaints

Based on Consumer Complaints

05/28/2014	Bank account or service	Checking account
06/17/2014	Bank account or service	Checking account
06/11/2014	Bank account or service	Checking account
06/11/2014	Bank account or service	Checking account
05/20/2014	Bank account or service	Checking account
05/27/2014	Bank account or service	Checking account
05/28/2014	Bank account or service	Checking account
05/28/2014	Bank account or service	(CD) Certificate of deposit
05/21/2014	Bank account or service	Checking account
05/21/2014	Bank account or service	Checking account
06/11/2014	Bank account or service	Checking account
05/21/2014	Bank account or service	Other bank product/service
05/28/2014	Bank account or service	Savings account
05/21/2014	Bank account or service	Checking account
05/28/2014	Bank account or service	Checking account
05/28/2014	Bank account or service	Other bank product/service
05/28/2014	Bank account or service	Checking account
05/21/2014	Bank account or service	Checking account
05/21/2014	Bank account or service	Checking account
05/28/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

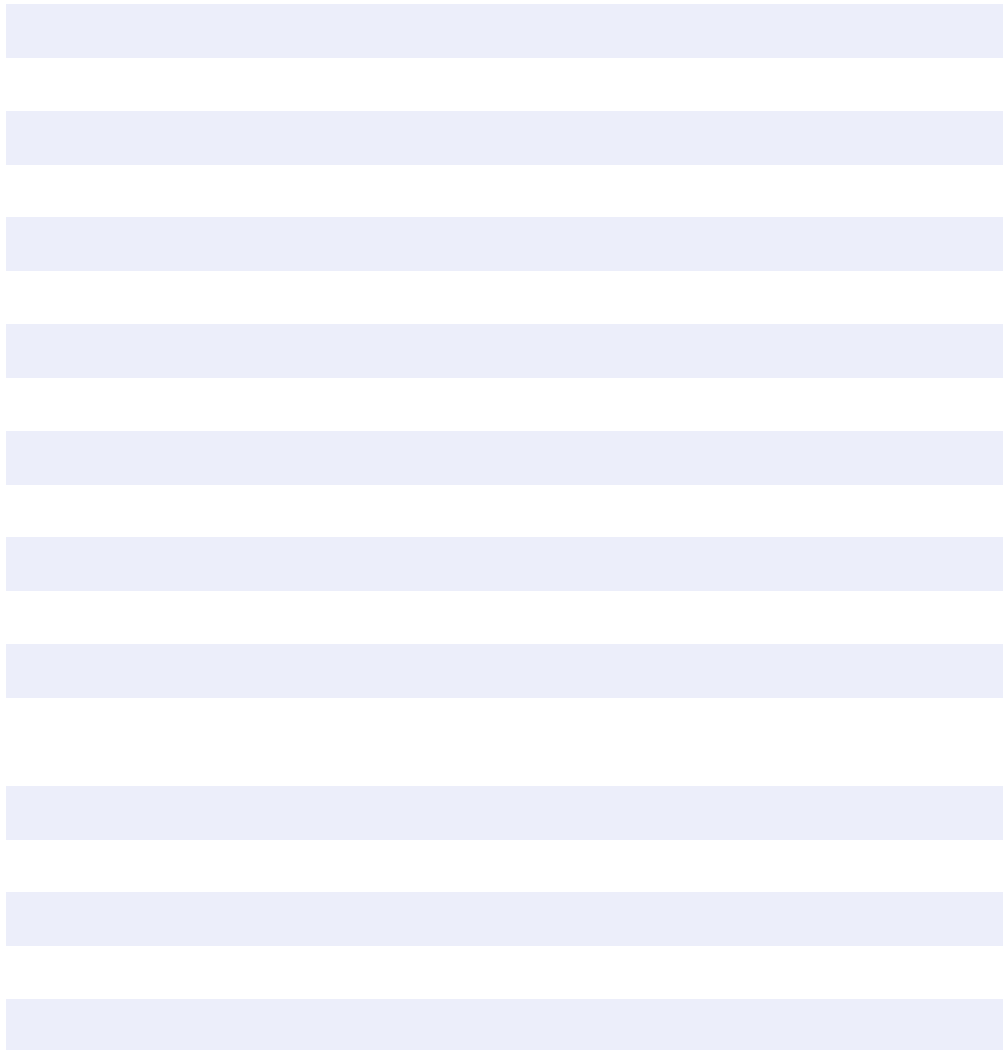
Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

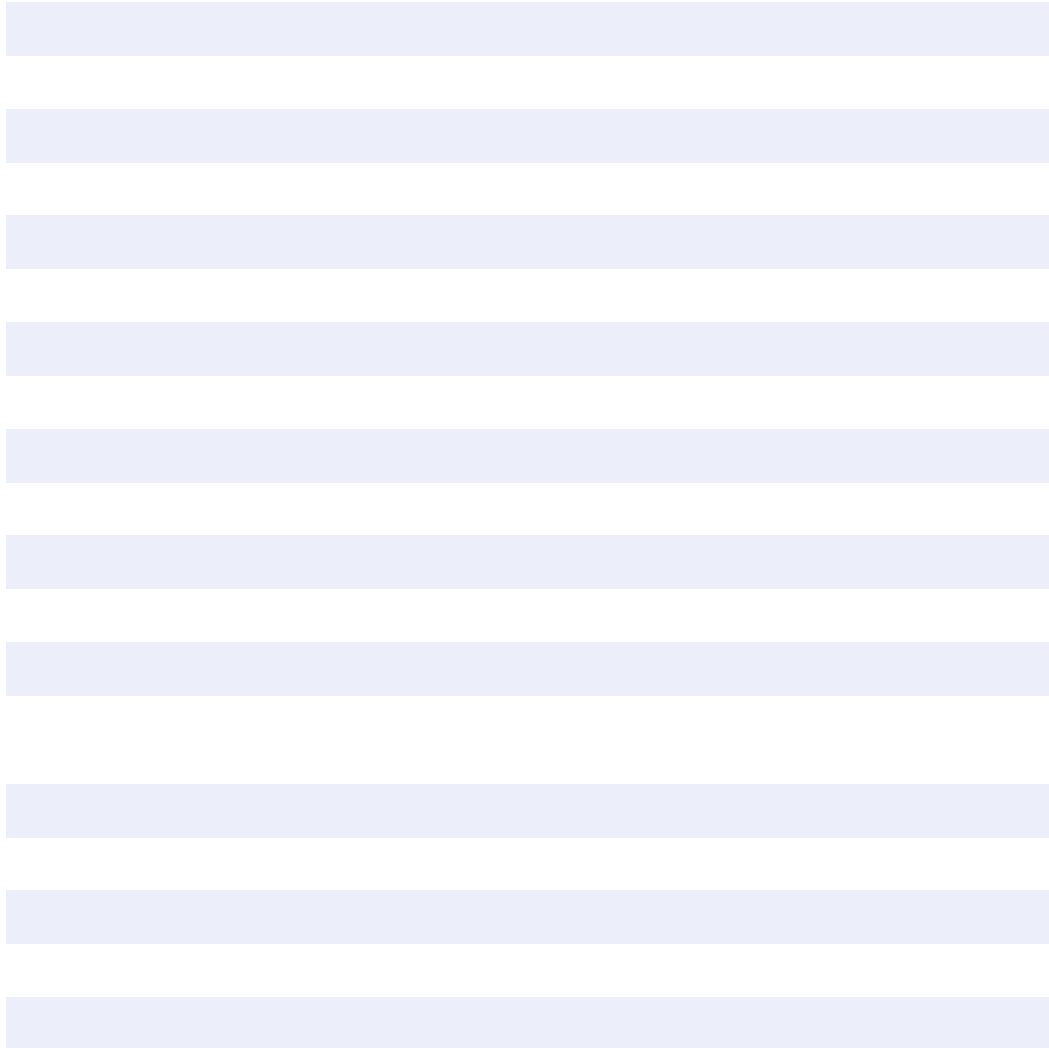
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	33437		N/A
U.S. Bancorp	CA	92887		N/A
New York Community Bank	NY	11717		N/A
Regions Financial Corporation	AL	35173		N/A
Wells Fargo & Company	NV	89146		N/A
Union Bank	CA	90220		N/A
Wells Fargo & Company	NV	89128		N/A
U.S. Bancorp	CA	92154		N/A
Bank of America	WA	98006		N/A
Regions Financial Corporation	MS	38632		N/A
Fidelity National Information Services, Inc. (FNIS)	IL	60622		N/A
Bank of America	MA	01520		N/A
Synchrony Financial	PA	15131		N/A
Fifth Third Financial Corporation	FL	33483		N/A
Santander Bank US	NY	11369	Older American, Servicemember	N/A
Wells Fargo & Company	PA	18073		N/A
Bank of America	VA	24301		N/A
U.S. Bancorp	OH	44147		N/A
BB&T Financial	AL	35209		N/A
Bank of America				N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	06/03/2014	Closed with explanation	Yes	No
Referral	06/19/2014	Closed with monetary relief	Yes	No
Referral	06/13/2014	Closed with explanation	Yes	No
Referral	06/13/2014	Closed with monetary relief	Yes	No
Phone	05/22/2014	Closed with explanation	Yes	No
Phone	06/02/2014	Closed with explanation	Yes	No
Web	06/02/2014	Closed with explanation	Yes	No
Web	05/28/2014	Closed with explanation	Yes	Yes
Web	05/22/2014	Closed with explanation	Yes	Yes
Web	05/21/2014	Closed with monetary relief	Yes	No
Web	06/13/2014	Closed with explanation	Yes	No
Web	05/22/2014	Closed with non-monetary relief	Yes	No
Web	05/28/2014	Closed with explanation	Yes	Yes
Web	05/21/2014	Closed with explanation	Yes	No
Phone	06/02/2014	Closed	Yes	No
Phone	06/02/2014	Closed with explanation	Yes	No
Referral	06/03/2014	Closed with monetary relief	Yes	Yes
Referral	05/22/2014	Closed with explanation	Yes	No
Web	05/21/2014	Closed with explanation	Yes	No
Phone	06/03/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

871104

898853

890726

890800

861786

869215

871380

869776

863501

861968

890997

862057

870101

862185

870240

870397

871433

863781

862502

870494

Bank Account or Service Complaints

Based on Consumer Complaints

05/21/2014	Bank account or service	Checking account
05/21/2014	Bank account or service	Other bank product/service
05/21/2014	Bank account or service	Checking account
05/21/2014	Bank account or service	Checking account
05/28/2014	Bank account or service	Checking account
05/21/2014	Bank account or service	Checking account
05/28/2014	Bank account or service	Checking account
05/28/2014	Bank account or service	Other bank product/service
05/21/2014	Bank account or service	Checking account
05/21/2014	Bank account or service	Checking account
06/12/2014	Bank account or service	Checking account
05/28/2014	Bank account or service	Checking account
06/02/2014	Bank account or service	Other bank product/service
06/06/2014	Bank account or service	Checking account
06/17/2014	Bank account or service	Checking account
05/21/2014	Bank account or service	Other bank product/service
06/17/2014	Bank account or service	Checking account
06/12/2014	Bank account or service	Checking account
06/02/2014	Bank account or service	Checking account
06/06/2014	Bank account or service	Checking account
05/21/2014	Bank account or service	Checking account
06/02/2014	Bank account or service	Savings account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

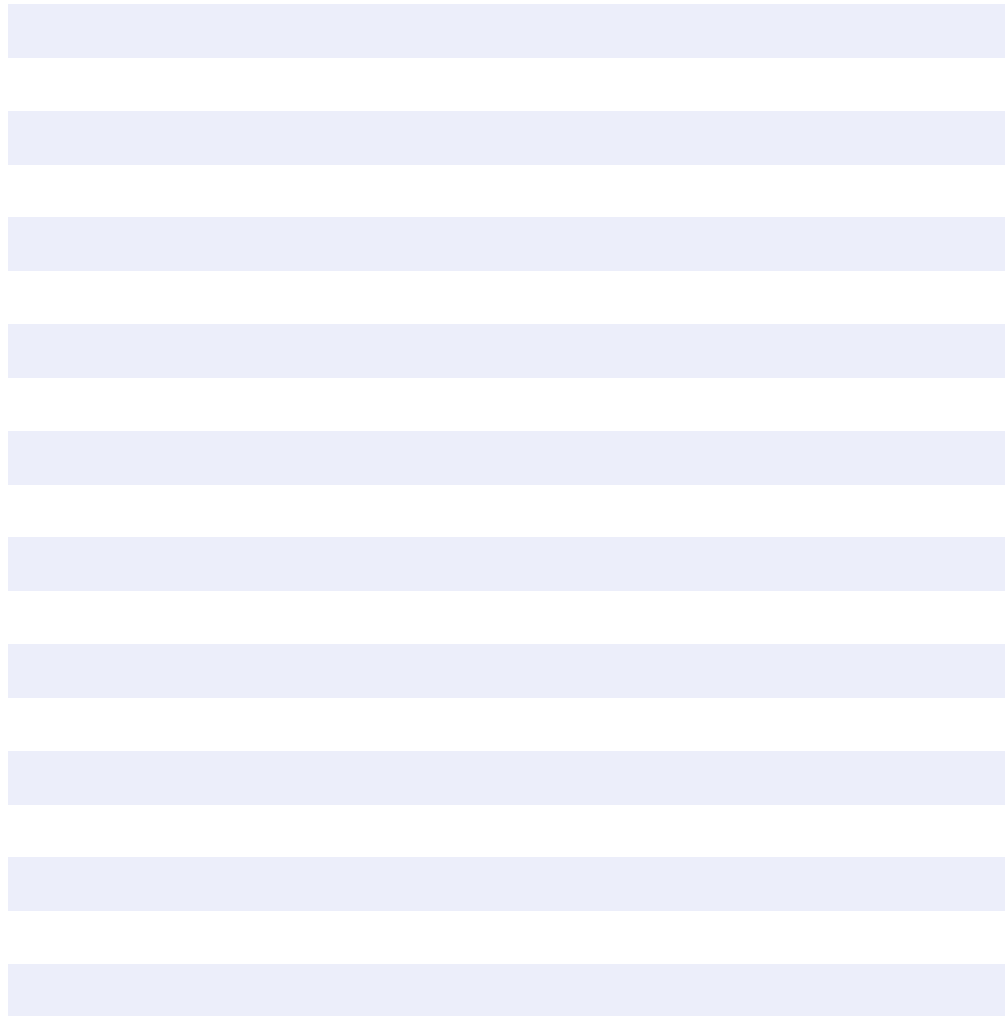
Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

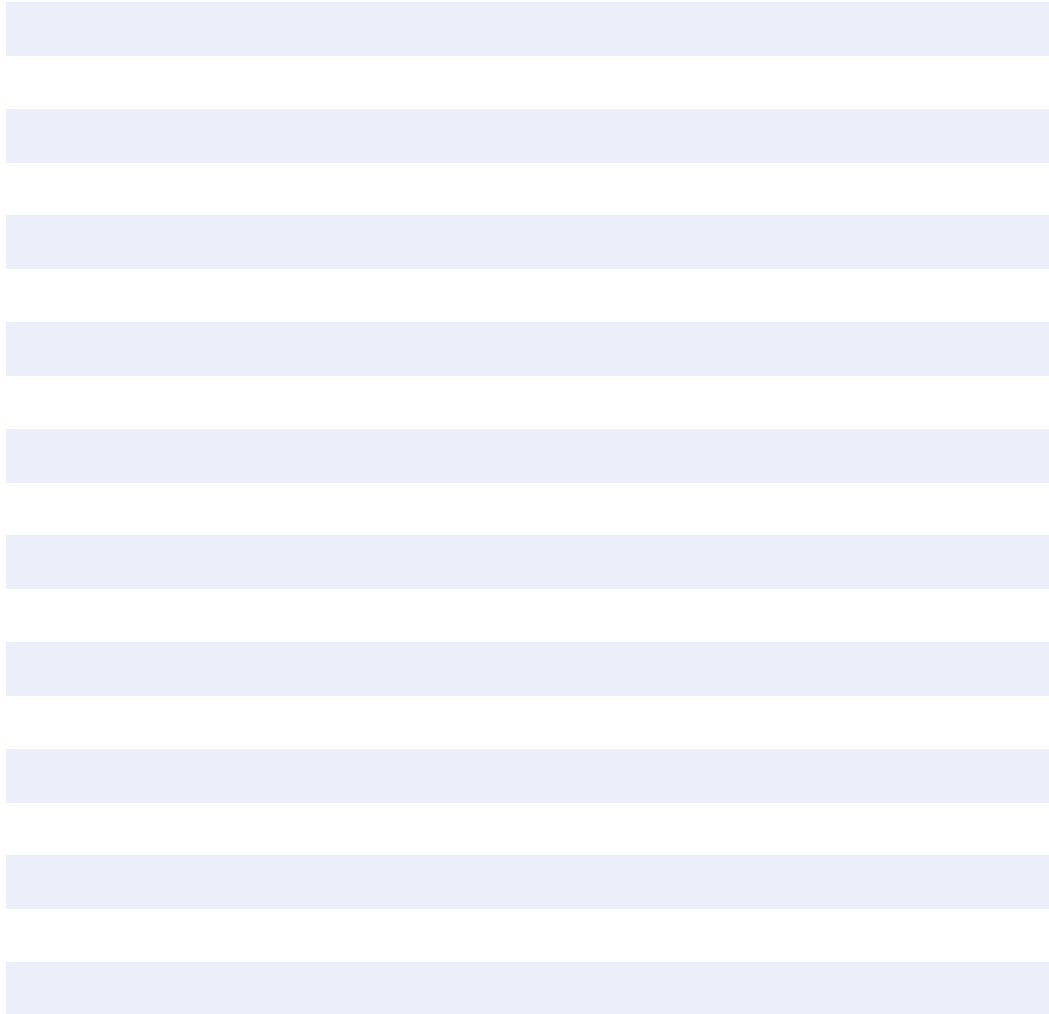
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	PA	19067		N/A
Wells Fargo & Company	AL	36354		N/A
JPMorgan Chase & Co.	AZ	85379		N/A
JPMorgan Chase & Co.	WI	53216		N/A
The Huntington National Bank	IN	46218		N/A
Wells Fargo & Company	MN	55372		N/A
Ally Financial Inc.	AZ	85728		N/A
M&T Bank Corporation	FL	32726		N/A
PNC Bank N.A.	GA	30044		N/A
Wells Fargo & Company	CA	95812		N/A
U.S. Bancorp	CA	95949		N/A
Bank of America	OR	97138		N/A
Wells Fargo & Company	FL	33327		N/A
JPMorgan Chase & Co.	CA	94538	Older American	N/A
Bank of America	FL	32931		N/A
World Acceptance Corporation	TX	76107		N/A
Santander Bank US	PA	19464		N/A
Whitney Bank	LA	70460		N/A
PNC Bank N.A.	DE	19956	Older American	N/A
Bank of America	NV	89128		N/A
Regions Financial Corporation	IL	62208		N/A
Wells Fargo & Company	FL	33815		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	05/21/2014	Closed with non-monetary relief	Yes	Yes
Web	05/22/2014	Closed with explanation	Yes	No
Phone	05/23/2014	Closed with explanation	Yes	No
Web	05/21/2014	Closed with explanation	Yes	Yes
Web	05/28/2014	Closed with explanation	Yes	Yes
Referral	05/23/2014	Closed with monetary relief	Yes	No
Referral	06/03/2014	Closed with explanation	Yes	No
Referral	06/03/2014	Closed with explanation	Yes	Yes
Referral	05/23/2014	Closed with explanation	Yes	No
Referral	05/23/2014	Closed with explanation	Yes	Yes
Web	06/12/2014	Closed with explanation	Yes	No
Web	06/02/2014	Closed with explanation	Yes	No
Web	06/02/2014	Closed with explanation	Yes	No
Fax	06/10/2014	Closed with monetary relief	Yes	No
Web	06/20/2014	Closed with explanation	Yes	No
Postal mail	05/23/2014	Closed with explanation	Yes	No
Referral	06/19/2014	Closed with explanation	Yes	No
Phone	06/16/2014	Closed with explanation	Yes	Yes
Phone	06/05/2014	Closed with explanation	Yes	No
Web	06/11/2014	Closed	Yes	No
Referral	05/23/2014	Closed with monetary relief	Yes	No
Web	06/02/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

862561

862679

863826

862764

871684

863370

871058

871248

863374

863385

891606

870983

876554

883634

898913

862570

899027

891851

876763

884131

863255

876777

Bank Account or Service Complaints

Based on Consumer Complaints

06/06/2014	Bank account or service	Checking account
06/02/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Checking account
06/02/2014	Bank account or service	Checking account
05/22/2014	Bank account or service	Other bank product/service
06/06/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Other bank product/service
06/18/2014	Bank account or service	Checking account
06/12/2014	Bank account or service	(CD) Certificate of deposit
06/02/2014	Bank account or service	Checking account
06/12/2014	Bank account or service	Checking account
06/06/2014	Bank account or service	Checking account
06/06/2014	Bank account or service	(CD) Certificate of deposit
06/02/2014	Bank account or service	Checking account
06/02/2014	Bank account or service	Checking account
06/06/2014	Bank account or service	Checking account
06/06/2014	Bank account or service	Checking account
06/12/2014	Bank account or service	(CD) Certificate of deposit
06/02/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	FL	33418		N/A
Bank of America	NY	13622		N/A
Wells Fargo & Company	CA	92603		N/A
Commerce Bank	KS	66223		N/A
Wells Fargo & Company	CA	92154		N/A
SunTrust Banks, Inc.	VA	23220		N/A
M&T Bank Corporation	MD	21224		N/A
TD Bank US Holding Company	FL	34982	Older American	N/A
TD Bank US Holding Company	FL	34952		N/A
Wells Fargo & Company	AZ	85258		N/A
Wells Fargo & Company	NC	27615		N/A
Wells Fargo & Company	TX	78537		N/A
BMO Harris	AZ	85018	Older American	N/A
PNC Bank N.A.	PA	15025		N/A
Wells Fargo & Company	PA	19131		N/A
TD Bank US Holding Company	PA	18347		N/A
JPMorgan Chase & Co.	NY	11379		N/A
Wells Fargo & Company	CA	90064		N/A
Citibank	CA	94403		N/A
Webster Bank	RI	02920		N/A
Ally Financial Inc.	NJ	07016		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	06/10/2014	Closed with explanation	Yes	Yes
Web	06/02/2014	Closed with explanation	Yes	No
Web	06/18/2014	Closed with monetary relief	Yes	No
Referral	06/05/2014	Closed with non-monetary relief	Yes	No
Web	05/22/2014	Closed with explanation	Yes	Yes
Web	06/06/2014	Closed with monetary relief	Yes	No
Web	06/18/2014	Closed with explanation	Yes	No
Referral	06/20/2014	Closed with explanation	Yes	Yes
Web	06/20/2014	Closed with explanation	Yes	No
Web	06/18/2014	Closed with explanation	Yes	No
Web	06/16/2014	Closed with explanation	Yes	No
Web	06/06/2014	Closed with explanation	Yes	No
Phone	06/16/2014	Closed with explanation	Yes	No
Phone	06/10/2014	Closed with monetary relief	Yes	No
Fax	06/10/2014	Closed with explanation	Yes	No
Web	06/02/2014	Closed with monetary relief	Yes	No
Web	06/02/2014	Closed with monetary relief	Yes	Yes
Referral	06/10/2014	Closed with explanation	Yes	No
Referral	06/10/2014	Closed with explanation	Yes	No
Referral	06/16/2014	Closed with explanation	Yes	No
Postal mail	06/05/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

884917

876821

899649

877309

864001

884280

901225

899923

899784

899794

892181

877066

892242

884462

884488

877949

877159

883675

883678

891530

877292

Bank Account or Service Complaints

Based on Consumer Complaints

06/26/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
06/02/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Checking account
06/06/2014	Bank account or service	Checking account
06/06/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
06/12/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
06/06/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Other bank product/service
06/26/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
06/02/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Checking account
06/07/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

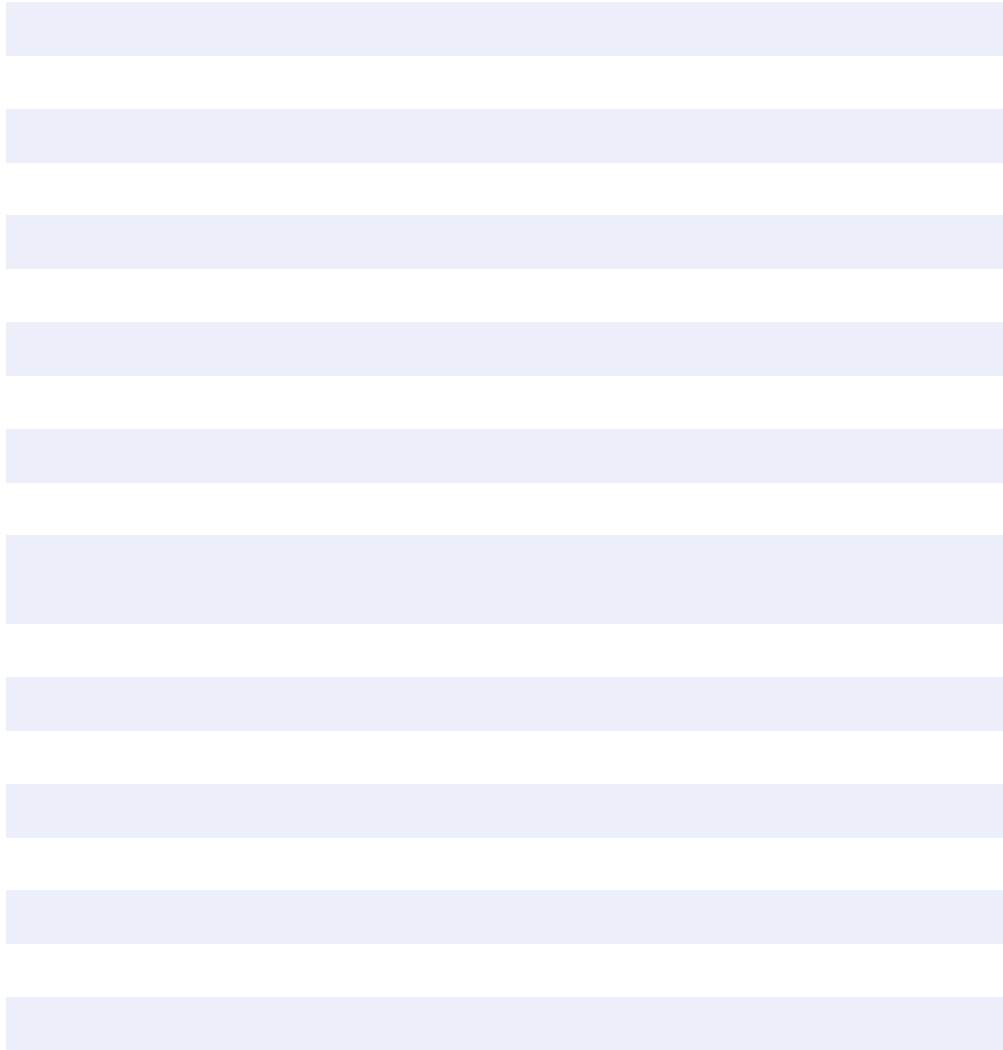
Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	DC	20017		N/A
SunTrust Banks, Inc.	NC	28164		N/A
PNC Bank N.A.	CT	06320		N/A
Wells Fargo & Company	NJ	08638		N/A
Wells Fargo & Company	WI	53711		N/A
Wells Fargo & Company	CA	93514		N/A
JPMorgan Chase & Co.	CA	90505		N/A
Citibank	NY	11435		N/A
Wells Fargo & Company	CA	90260		N/A
Navy FCU	SC	29223	Servicemember	N/A
PNC Bank N.A.	PA	19121		N/A
Bank of America	CT	06120	Older American, Servicemember	N/A
Castle & Cooke Mortgage	NV	89012		N/A
Wells Fargo & Company	TX	77578		N/A
New York Community Bank	NY	10305		N/A
Bank of America	CT	06830	Older American	N/A
Capital One	LA	70601		N/A
FirstMerit Bank	MI	49884		N/A
Citizens Financial Group, Inc.	MA	02115		N/A
JPMorgan Chase & Co.	WA	98208		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	07/01/2014	Closed	Yes	No
Referral	07/01/2014	Closed with explanation	Yes	No
Web	06/02/2014	Closed with explanation	Yes	No
Referral	07/01/2014	Closed with monetary relief	Yes	No
Web	06/23/2014	Closed with monetary relief	Yes	No
Phone	06/10/2014	Closed with non-monetary relief	Yes	No
Web	06/09/2014	Closed with monetary relief	Yes	No
Referral	07/01/2014	Closed with monetary relief	Yes	No
Web	06/12/2014	Closed with explanation	Yes	No
Web	06/18/2014	Closed with explanation	Yes	No
Referral	07/01/2014	Closed with explanation	Yes	No
Phone	06/10/2014	Closed with non-monetary relief	Yes	No
Phone	07/02/2014	Closed	Yes	Yes
Referral	07/01/2014	Closed with explanation	Yes	No
Referral	07/02/2014	Closed with explanation	Yes	No
Web	06/02/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Web	06/07/2014	Closed with explanation	Yes	No
Referral	06/20/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

913664

913667

877582

913676

906399

884686

884713

913760

892619

900194

913809

884833

905825

913840

913866

877555

905767

907341

885470

900369

Bank Account or Service Complaints

Based on Consumer Complaints

06/03/2014	Bank account or service	Other bank product/service
06/07/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Other bank product/service
06/03/2014	Bank account or service	Savings account
06/18/2014	Bank account or service	Checking account
06/07/2014	Bank account or service	Other bank product/service
06/18/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Other bank product/service
06/18/2014	Bank account or service	Savings account
06/03/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Checking account
06/03/2014	Bank account or service	Savings account
06/18/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Checking account
06/12/2014	Bank account or service	Checking account
06/27/2014	Bank account or service	Checking account
06/27/2014	Bank account or service	Checking account
06/27/2014	Bank account or service	Checking account
06/27/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

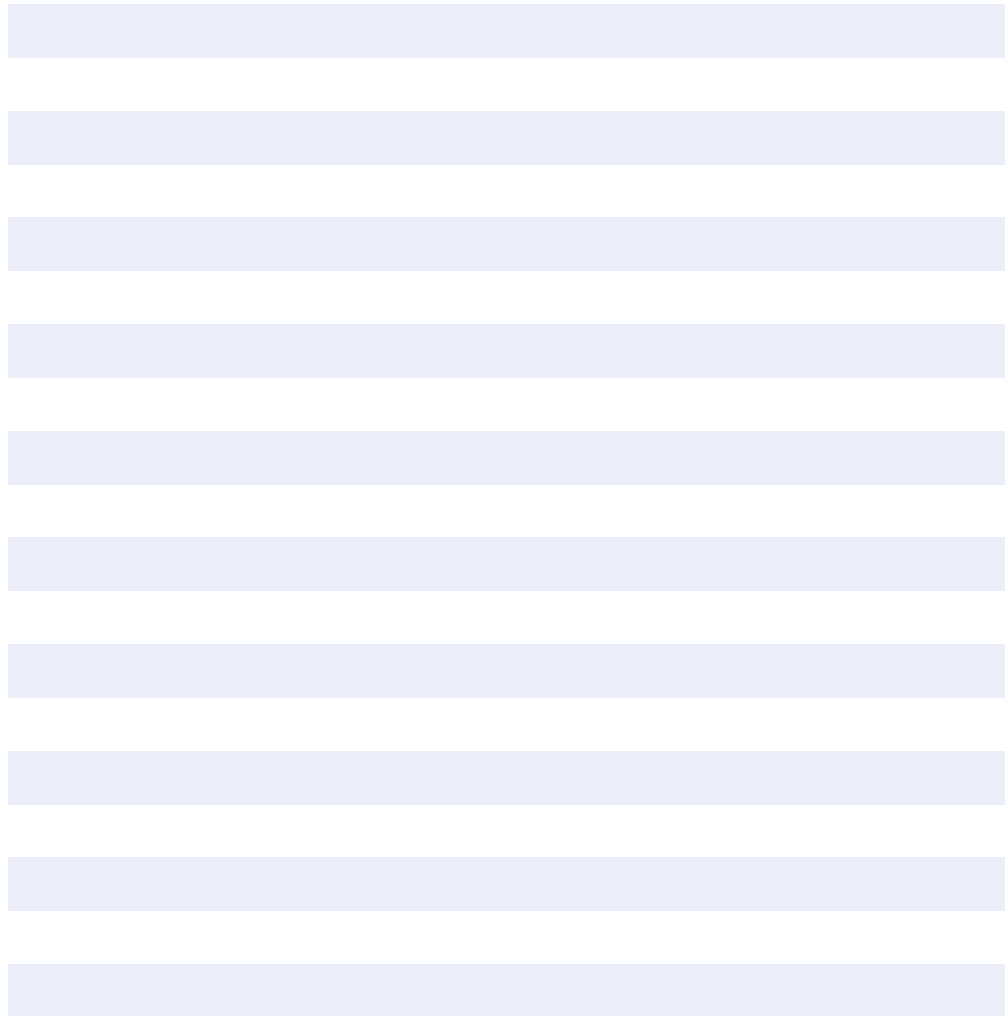
Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

PayPal Holdings, Inc.	OH	43725		N/A
JPMorgan Chase & Co.	NJ	07052		N/A
BB&T Financial	GA	30529		N/A
Whitney Bank	MD	21229		N/A
Capital One	TX	75248		N/A
Fidelity National Information Services, Inc. (FNIS)	CT	06514		N/A
JPMorgan Chase & Co.	DE	19707		N/A
JPMorgan Chase & Co.	OR	97302		N/A
USAA Savings	NC	2830		N/A
ERC	MO	65809	Older American	N/A
Bank of America	GA	30306		N/A
Whitney Bank	PA	19026		N/A
JPMorgan Chase & Co.	NY	10023		N/A
Umpqua Holdings Corporation	CA	96021		N/A
PNC Bank N.A.	MI	40206		N/A
Regions Financial Corporation	AR	72313		N/A
TD Bank US Holding Company	NJ	07017	Older American	N/A
JPMorgan Chase & Co.	OR	97440		N/A
Bank of America	MD	21787		N/A
JPMorgan Chase & Co.	CA	92692		N/A
Bank of the West	AZ	85234		N/A
USAA Savings	OH	43125		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	06/06/2014	Closed with monetary relief	Yes	No
Web	06/07/2014	Closed with explanation	Yes	Yes
Referral	06/20/2014	Closed with explanation	Yes	Yes
Referral	06/26/2014	Closed with explanation	Yes	No
Web	06/03/2014	Closed with explanation	Yes	No
Web	06/20/2014	Closed with explanation	Yes	Yes
Web	06/07/2014	Closed with explanation	Yes	No
Referral	06/20/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Phone	06/20/2014	Closed with non-monetary relief	Yes	No
Referral	06/20/2014	Closed with monetary relief	Yes	No
Referral	06/05/2014	Closed with explanation	Yes	Yes
Referral	06/20/2014	Closed with monetary relief	Yes	No
Referral	06/25/2014	Closed with explanation	Yes	No
Referral	06/05/2014	Closed with explanation	Yes	No
Postal mail	06/20/2014	Closed with monetary relief	Yes	No
Phone	06/20/2014	Closed with monetary relief	Yes	No
Referral	06/16/2014	Closed with explanation	Yes	No
Web	07/02/2014	Closed with monetary relief	Yes	No
Referral	07/02/2014	Closed with explanation	Yes	No
Referral	07/02/2014	Closed with monetary relief	Yes	No
Referral	07/02/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

878156

885491

900693

905771

879770

900398

885423

900600

905778

900426

900677

878599

900752

905788

878228

900449

900453

892945

914498

914164

914169

914171

Bank Account or Service Complaints

Based on Consumer Complaints

06/27/2014	Bank account or service	Savings account
06/18/2014	Bank account or service	Checking account
06/08/2014	Bank account or service	Checking account
06/08/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Checking account
06/03/2014	Bank account or service	Checking account
06/03/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Checking account
06/18/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Checking account
06/03/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Other bank product/service
06/23/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

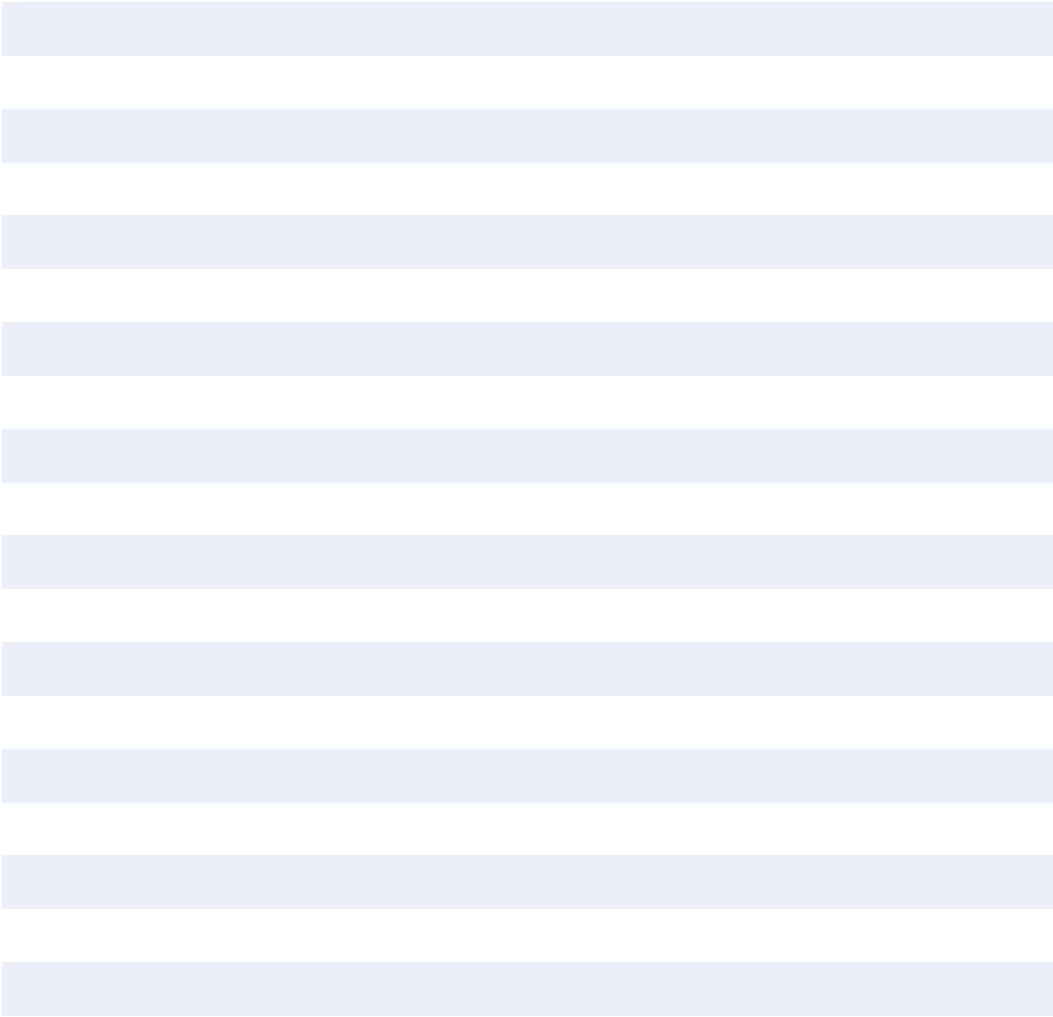
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	TX	79413		N/A
Bank of America	MA	01851		N/A
JPMorgan Chase & Co.	CA	90305		N/A
U.S. Bancorp	IL	60605		N/A
Wells Fargo & Company	CA	93044	Older American	N/A
Capital One	VA	22030		N/A
Wells Fargo & Company	OH	45226		N/A
TCF National Bank	IL	60102		N/A
JPMorgan Chase & Co.	CA	90802		N/A
Wells Fargo & Company	FL	34653		N/A
JPMorgan Chase & Co.	LA	71111	Older American	N/A
HSBC North America Holdings Inc.	AL	35223		N/A
Wells Fargo & Company	FL	33064	Older American	N/A
Bank of America	MA	02184		N/A
Bank of America	CA	95446		N/A
Wells Fargo & Company	DC	20002		N/A
Wells Fargo & Company	SC	29684		N/A
Bank of America	CA	91767		N/A
Experian	MS	38632	Older American	N/A
Wells Fargo & Company	CT	06473		N/A
TD Bank US Holding Company	NY	10309		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	07/02/2014	Closed with explanation	Yes	No
Web	06/20/2014	Closed with explanation	Yes	No
Web	06/08/2014	Closed with explanation	Yes	No
Web	06/10/2014	Closed with explanation	Yes	No
Web	06/10/2014	Closed with explanation	Yes	No
Postal mail	06/05/2014	Closed with explanation	Yes	Yes
Web	06/03/2014	Closed with monetary relief	Yes	No
Web	06/25/2014	Closed with monetary relief	Yes	No
Phone	06/20/2014	Closed with explanation	Yes	No
Referral	06/10/2014	Closed with explanation	Yes	Yes
Web	06/03/2014	Closed with monetary relief	Yes	No
Web	07/07/2014	Closed with explanation	Yes	Yes
Web	06/13/2014	Closed with explanation	Yes	Yes
Web	06/23/2014	Closed with explanation	Yes	No
Postal mail	06/17/2014	Closed with explanation	Yes	No
Web	06/23/2014	Closed with explanation	Yes	No
Web	06/23/2014	Closed with non-monetary relief	Yes	No
Postal mail	06/11/2014	Closed with explanation	Yes	No
Web	06/11/2014	Closed with monetary relief	Yes	No
Phone	06/26/2014	Closed with monetary relief	Yes	Yes
Phone	06/11/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

914175

899474

885621

885632

887439

878381

878403

907221

899473

885783

879538

893777

893776

905661

893571

907322

905614

885972

885984

907352

885990

Bank Account or Service Complaints

Based on Consumer Complaints

06/09/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Checking account
06/23/2014	Bank account or service	Savings account
06/23/2014	Bank account or service	Other bank product/service
06/03/2014	Bank account or service	Checking account
06/03/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Checking account
06/09/2014	Bank account or service	Checking account
06/27/2014	Bank account or service	Checking account
06/27/2014	Bank account or service	Checking account
06/27/2014	Bank account or service	Savings account
06/27/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Other bank product/service
06/27/2014	Bank account or service	Checking account
06/28/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Checking account
06/28/2014	Bank account or service	Savings account
06/28/2014	Bank account or service	Checking account
06/28/2014	Bank account or service	Checking account
06/19/2014	Bank account or service	(CD) Certificate of deposit
06/19/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Regions Financial Corporation	FL	32401		N/A
SunTrust Banks, Inc.	VA	22192		N/A
Amex	NY	10001		N/A
Citibank	MD	20814		N/A
JPMorgan Chase & Co.	NJ	07079		N/A
Wells Fargo & Company	TX	78412		N/A
Wells Fargo & Company	FL	34653		N/A
Wells Fargo & Company	TX	75287		N/A
U.S. Bancorp	IL	60087		N/A
Bank of America	MI	48235		N/A
JPMorgan Chase & Co.	CA	90028		N/A
Banco Santander Puerto Rico	PR	00664		N/A
Fifth Third Financial Corporation	OH	43201		N/A
JPMorgan Chase & Co.	TX	75025		N/A
Wells Fargo & Company	NJ	07011		N/A
Bank of America	MA	01730		N/A
Bank of America	NJ	07002	Older American	N/A
TD Bank US Holding Company	MA	02151		N/A
TD Bank US Holding Company	NY	11215		N/A
Wells Fargo & Company	NV	89706	Older American	N/A
USAA Savings	IL	60657	Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	06/11/2014	Closed with monetary relief	Yes	No
Referral	06/11/2014	Closed with monetary relief	Yes	No
Web	06/23/2014	Closed with explanation	Yes	Yes
Web	06/26/2014	Closed with monetary relief	Yes	No
Web	06/03/2014	Closed with explanation	Yes	No
Phone	06/05/2014	Closed with non-monetary relief	Yes	No
Referral	06/17/2014	Closed with explanation	Yes	No
Web	06/09/2014	Closed with explanation	Yes	No
Web	06/27/2014	Closed with monetary relief	Yes	No
Phone	07/02/2014	Closed with explanation	Yes	No
Referral	07/02/2014	Closed with explanation	Yes	No
Referral	07/09/2014	Closed with explanation	Yes	Yes
Postal mail	06/26/2014	Closed with explanation	Yes	No
Web	06/27/2014	Closed with explanation	Yes	No
Web	06/28/2014	Closed with explanation	Yes	No
Phone	06/26/2014	Closed with explanation	Yes	No
Web	06/28/2014	Closed with explanation	Yes	No
Web	06/28/2014	Closed with explanation	Yes	No
Web	06/28/2014	Closed with monetary relief	Yes	Yes
Web	06/23/2014	Closed with explanation	Yes	No
Web	06/19/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

886640

887428

905668

907400

879539

878690

894783

886180

914019

915460

914194

914201

908621

915636

915828

908830

915863

915865

915951

901563

901617

Bank Account or Service Complaints

Based on Consumer Complaints

06/24/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Checking account
06/19/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Other bank product/service
06/19/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Other bank product/service
06/19/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Checking account
06/19/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
06/29/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Checking account
06/19/2014	Bank account or service	Other bank product/service
06/24/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

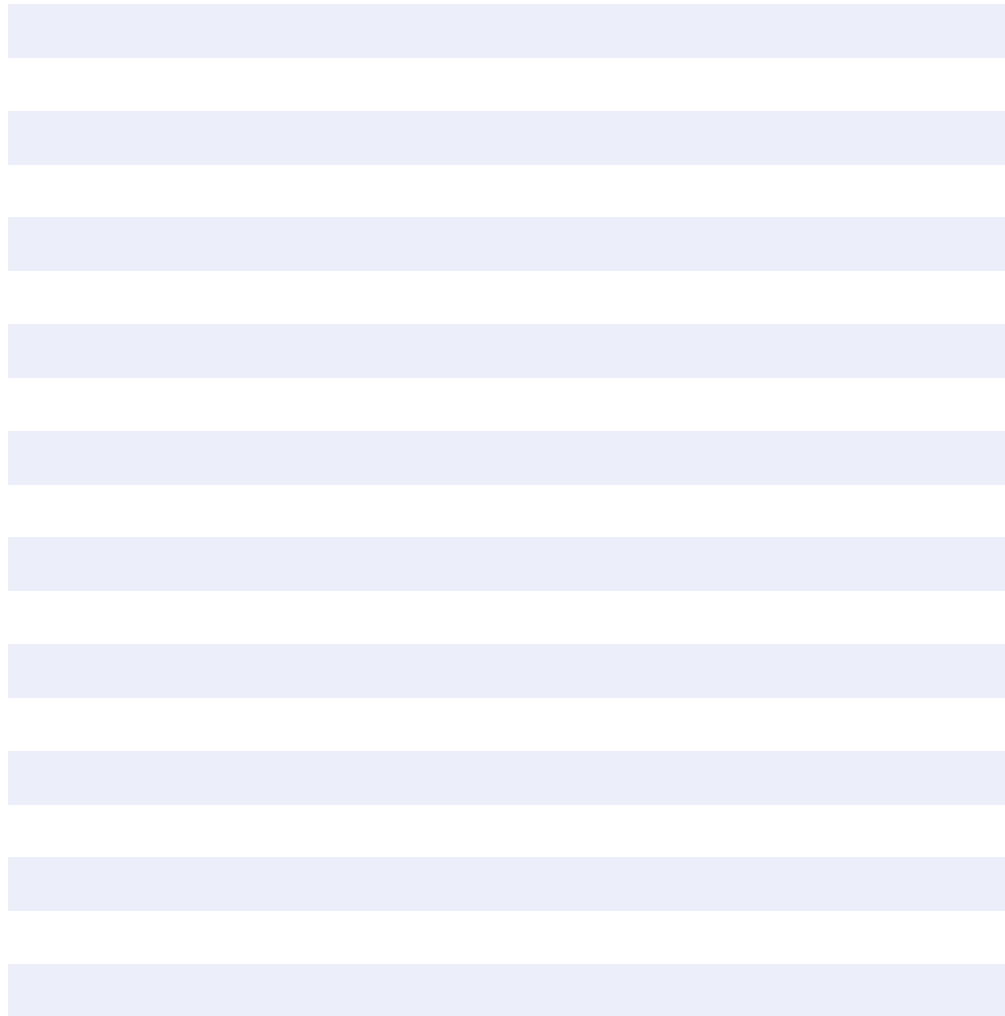
Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Santander Bank US	MA	02145		N/A
Wells Fargo & Company	CA	92649		N/A
TD Bank US Holding Company	NJ	08753		N/A
The Huntington National Bank	OH	45240		N/A
Citibank	DE	19904		N/A
Wells Fargo & Company	CO	80303		N/A
Harley-Davidson Financial Services, Inc.	CA	91739		N/A
Bank of the West	CA	95632	Older American	N/A
U.S. Bancorp	CA	92610		N/A
Wells Fargo & Company	FL	33018		N/A
Regions Financial Corporation	FL	32536		N/A
TCF National Bank	MN	55033	Older American	N/A
Bank of America	MA	02151		N/A
TD Bank US Holding Company	VA	22044		N/A
TD Bank US Holding Company	NY	11375		N/A
Wells Fargo & Company	CA	93901		N/A
Trustmark Corporation	MS	39401		N/A
HSBC North America Holdings Inc.	NY	11358		N/A
Pentagon FCU	CT	06517		N/A
TD Bank US Holding Company	FL	33611		N/A
Bank of America	KS	66210		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	06/26/2014	Closed with monetary relief	Yes	No
Postal mail	06/17/2014	Closed with explanation	Yes	Yes
Phone	06/17/2014	Closed with explanation	Yes	No
Phone	06/23/2014	Closed with monetary relief	Yes	No
Phone	06/17/2014	Closed with non-monetary relief	Yes	No
Web	06/19/2014	Closed with monetary relief	Yes	No
Postal mail	06/18/2014	Closed with explanation	Yes	No
Web	06/19/2014	Closed with monetary relief	Yes	No
Referral	06/17/2014	Closed with explanation	Yes	No
Web	06/13/2014	Closed with explanation	Yes	Yes
Referral	06/17/2014	Closed with monetary relief	Yes	No
Phone	06/23/2014	Closed with monetary relief	Yes	No
Referral	07/15/2014	Closed with explanation	Yes	No
Web	06/29/2014	Closed with monetary relief	Yes	Yes
Web	06/24/2014	Closed with explanation	Yes	Yes
Phone	06/26/2014	Closed with monetary relief	Yes	No
Referral	06/27/2014	Closed with explanation	Yes	No
Web	06/24/2014	Closed with explanation	Yes	No
Referral	06/23/2014	Closed with explanation	Yes	No
Referral	06/26/2014	Closed with monetary relief	Yes	No
Referral	06/26/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

909118

893998

894087

901381

894161

902179

894975

901435

894741

893597

894760

902380

932263

916154

908934

908989

907815

907811

902909

909356

907695

Bank Account or Service Complaints

Based on Consumer Complaints

06/24/2014	Bank account or service	Checking account
06/19/2014	Bank account or service	Savings account
07/10/2014	Bank account or service	Savings account
06/24/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Checking account
06/30/2014	Bank account or service	Other bank product/service
06/30/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	(CD) Certificate of deposit
06/13/2014	Bank account or service	Other bank product/service
07/04/2014	Bank account or service	Checking account
06/24/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Other bank product/service
06/24/2014	Bank account or service	Checking account
07/04/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
06/13/2014	Bank account or service	Other bank product/service
06/30/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

USAA Savings	MO	65656		N/A
SunTrust Banks, Inc.	FL	32714		N/A
SunTrust Banks, Inc.	VA	22101	Older American	N/A
Citibank	NY	11216		N/A
Bank of America	SC	29302		N/A
U.S. Bancorp	NE	68504		N/A
Citizens Financial Group, Inc.	MA	01752		N/A
U.S. Bancorp	MO	63141		N/A
Bank of America	PA	19101		N/A
Regions Financial Corporation	LA	70562		N/A
Bank of America	GA	30518		N/A
Wells Fargo & Company	MI	48221	Older American	N/A
U.S. Bancorp	MN	55717		N/A
U.S. Bancorp	CA	92373	Servicemember	N/A
Wells Fargo & Company	TX	78744		N/A
TD Bank US Holding Company	PA	18966		N/A
Bank of America	MD	21231		N/A
JPMorgan Chase & Co.	CA	92325		N/A
Navy FCU	NY	10010		N/A
Synchrony Financial	TX	76155		N/A
TCF National Bank	MN	55119		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	06/26/2014	Closed with monetary relief	Yes	Yes
Web	06/19/2014	Closed with monetary relief	Yes	No
Phone	07/15/2014	Closed with explanation	Yes	No
Referral	06/26/2014	Closed with monetary relief	Yes	No
Referral	06/27/2014	Closed with monetary relief	Yes	No
Fax	06/26/2014	Closed with explanation	Yes	Yes
Web	06/30/2014	Closed with explanation	Yes	No
Postal mail	07/03/2014	Closed with explanation	Yes	No
Referral	07/15/2014	Closed with monetary relief	Yes	No
Referral	06/26/2014	Closed with monetary relief	Yes	No
Web	06/13/2014	Closed with explanation	Yes	No
Phone	06/17/2014	Closed with explanation	Yes	No
Web	07/04/2014	Closed with monetary relief	Yes	No
Web	06/26/2014	Closed with monetary relief	Yes	No
Web	07/21/2014	Closed with explanation	Yes	Yes
Web	06/24/2014	Closed with explanation	Yes	No
Web	07/04/2014	Closed with explanation	Yes	No
Web	07/10/2014	Closed with monetary relief	Yes	No
Phone	07/15/2014	Closed with explanation	Yes	No
Web	06/18/2014	Closed with non-monetary relief	Yes	No
Postal mail	07/03/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

909260

901312

931154

907826

907828

907677

917007

916235

932396

907831

894822

894816

924014

907795

945881

909235

924049

932425

931348

894957

916210

Bank Account or Service Complaints

Based on Consumer Complaints

06/19/2014	Bank account or service	Other bank product/service
07/15/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
06/30/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Checking account
06/20/2014	Bank account or service	Checking account
06/30/2014	Bank account or service	Savings account
06/24/2014	Bank account or service	Other bank product/service
07/21/2014	Bank account or service	Checking account
06/30/2014	Bank account or service	Checking account
07/05/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Checking account
07/15/2014	Bank account or service	Checking account
07/06/2014	Bank account or service	Checking account
06/14/2014	Bank account or service	Checking account
06/14/2014	Bank account or service	Checking account
06/14/2014	Bank account or service	Checking account
07/06/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Using a debit or ATM card

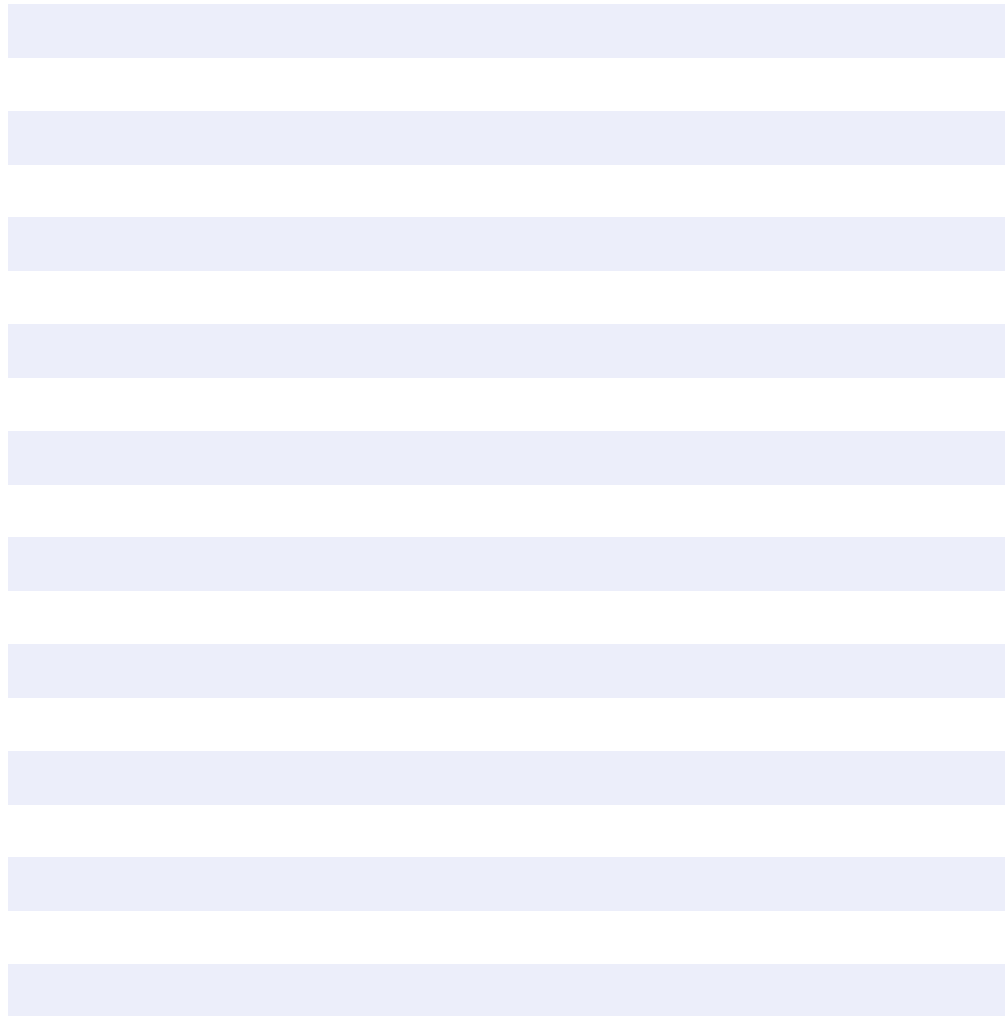
Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Amex	OH	43537		N/A
Wells Fargo & Company	CA	92395		N/A
JPMorgan Chase & Co.	TX	77571		N/A
Citibank	VA	22180		N/A
JPMorgan Chase & Co.	IL	60404		N/A
Wells Fargo & Company	FL	34289		N/A
Wells Fargo & Company	PA	19020		N/A
JPMorgan Chase & Co.	OR	97035	Servicemember	N/A
TD Bank US Holding Company	NJ	07885		N/A
JPMorgan Chase & Co.	FL	33619		N/A
Bank of America	OR	97355		N/A
Regions Financial Corporation	TX	77494	Servicemember	N/A
Citibank	CA	94612	Older American	N/A
Wells Fargo & Company	NC	27610		N/A
TD Bank US Holding Company	NY	11354	Older American	N/A
Citibank	IL	60301		N/A
Wells Fargo & Company	AL	36869		N/A
Wells Fargo & Company	CA	93024		N/A
USAA Savings	NC	28311	Servicemember	N/A
New York Community Bank	NY	14812	Older American	N/A
U.S. Bancorp	IL	62223		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	06/23/2014	Closed with explanation	Yes	No
Phone	07/21/2014	Closed with explanation	Yes	No
Referral	07/15/2014	Closed with explanation	Yes	No
Web	06/30/2014	Closed with explanation	Yes	Yes
Phone	07/24/2014	Closed with explanation	Yes	No
Web	06/20/2014	Closed with explanation	Yes	Yes
Web	06/30/2014	Closed with explanation	Yes	No
Web	06/24/2014	Closed with explanation	Yes	No
Phone	07/24/2014	Closed with monetary relief	Yes	No
Phone	07/03/2014	Closed with explanation	Yes	No
Web	07/05/2014	Closed with explanation	Yes	No
Web	07/21/2014	Closed with explanation	Yes	No
Web	07/10/2014	Closed with explanation	Yes	Yes
Web	07/21/2014	Closed with explanation	Yes	No
Postal mail	07/21/2014	Closed with explanation	Yes	No
Web	07/06/2014	Closed with monetary relief	Yes	No
Web	06/14/2014	Closed with explanation	Yes	Yes
Web	06/14/2014	Closed with explanation	Yes	Yes
Web	06/14/2014	Closed with explanation	Yes	No
Web	07/06/2014	Closed with explanation	Yes	No
Web	07/21/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

902995

938056

932265

917215

946024

903322

917275

909350

946070

917300

924220

946098

932146

946112

938566

924287

895582

895489

895496

924297

947035

Bank Account or Service Complaints

Based on Consumer Complaints

06/30/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
06/20/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Checking account
06/30/2014	Bank account or service	(CD) Certificate of deposit
06/20/2014	Bank account or service	Checking account
06/25/2014	Bank account or service	Checking account
07/15/2014	Bank account or service	Other bank product/service
06/25/2014	Bank account or service	Checking account
07/07/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Checking account
06/15/2014	Bank account or service	Other bank product/service
07/07/2014	Bank account or service	Other bank product/service
07/10/2014	Bank account or service	Savings account
06/30/2014	Bank account or service	Checking account
07/07/2014	Bank account or service	Other bank product/service
07/07/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	Savings account
06/25/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Using a debit or ATM card

Making/receiving payments, sending money

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

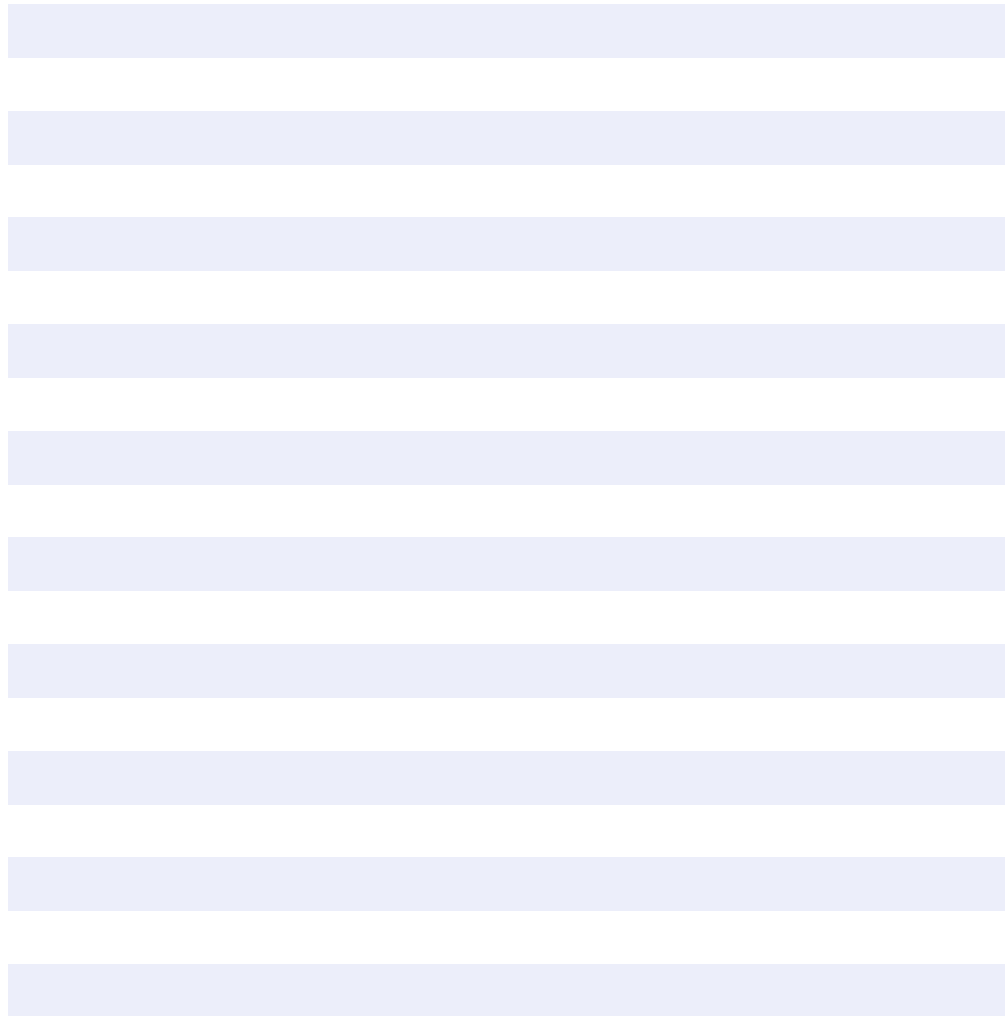
Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

BB&T Financial	VA	23224		N/A
The Huntington National Bank	PA	19146		N/A
Bank of America	NY	14224		N/A
TD Bank US Holding Company	NY	12790		N/A
Union Bank	HI	96792		N/A
JPMorgan Chase & Co.	IL	60093		N/A
BBVA Compass	CA	95621		N/A
Bank of America	MI	49686		N/A
PNC Bank N.A.	FL	33431		N/A
Amex	NY	11375		N/A
Bank of America	AZ	85295	Older American	N/A
Citibank	MA	02134		N/A
Bank of America	MA	02139		N/A
Fifth Third Financial Corporation	MI	48439	Older American	N/A
MNE Services, Inc	IL	60087		N/A
Navy FCU	NJ	08021		N/A
USAA Savings	FL	33772	Servicemember	N/A
Bank of America	TX	76006		N/A
JPMorgan Chase & Co.	GA	30044		N/A
Wells Fargo & Company	AZ	85201	Older American	N/A
Bank of America	NY	11233		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	07/03/2014	Closed with explanation	Yes	No
Web	07/10/2014	Closed with monetary relief	Yes	Yes
Referral	07/15/2014	Closed with monetary relief	Yes	No
Web	06/20/2014	Closed with monetary relief	Yes	No
Referral	07/15/2014	Closed with explanation	Yes	No
Web	07/21/2014	Closed with explanation	Yes	No
Referral	07/03/2014	Closed with monetary relief	Yes	No
Web	06/20/2014	Closed with non-monetary relief	Yes	No
Web	06/25/2014	Closed with explanation	Yes	No
Web	07/15/2014	Closed with monetary relief	Yes	No
Web	06/25/2014	Closed with non-monetary relief	Yes	No
Web	07/07/2014	Closed with monetary relief	Yes	No
Phone	07/24/2014	Closed with explanation	Yes	No
Web	06/15/2014	Closed with monetary relief	Yes	No
Web	07/09/2014	Closed with explanation	Yes	No
Referral	07/15/2014	Closed with explanation	Yes	No
Phone	07/03/2014	Closed with explanation	Yes	No
Referral	07/10/2014	Closed with explanation	Yes	No
Web	07/10/2014	Closed with monetary relief	Yes	No
Fax	06/18/2014	Closed with explanation	Yes	Yes
Web	06/27/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

917360

931536

932112

903638

934371

946195

916388

903654

910035

938303

910074

925059

946279

895690

924418

932718

917489

926142

925186

897516

909622

Bank Account or Service Complaints

Based on Consumer Complaints

06/16/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	Checking account
06/16/2014	Bank account or service	Checking account
07/07/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
06/25/2014	Bank account or service	Checking account
07/16/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Other bank product/service
07/16/2014	Bank account or service	Checking account
07/11/2014	Bank account or service	Checking account
06/30/2014	Bank account or service	(CD) Certificate of deposit
07/16/2014	Bank account or service	Savings account
07/11/2014	Bank account or service	Savings account
06/25/2014	Bank account or service	Other bank product/service
07/22/2014	Bank account or service	Checking account
07/11/2014	Bank account or service	Checking account
07/16/2014	Bank account or service	Checking account
07/16/2014	Bank account or service	Checking account
07/16/2014	Bank account or service	Checking account
06/30/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

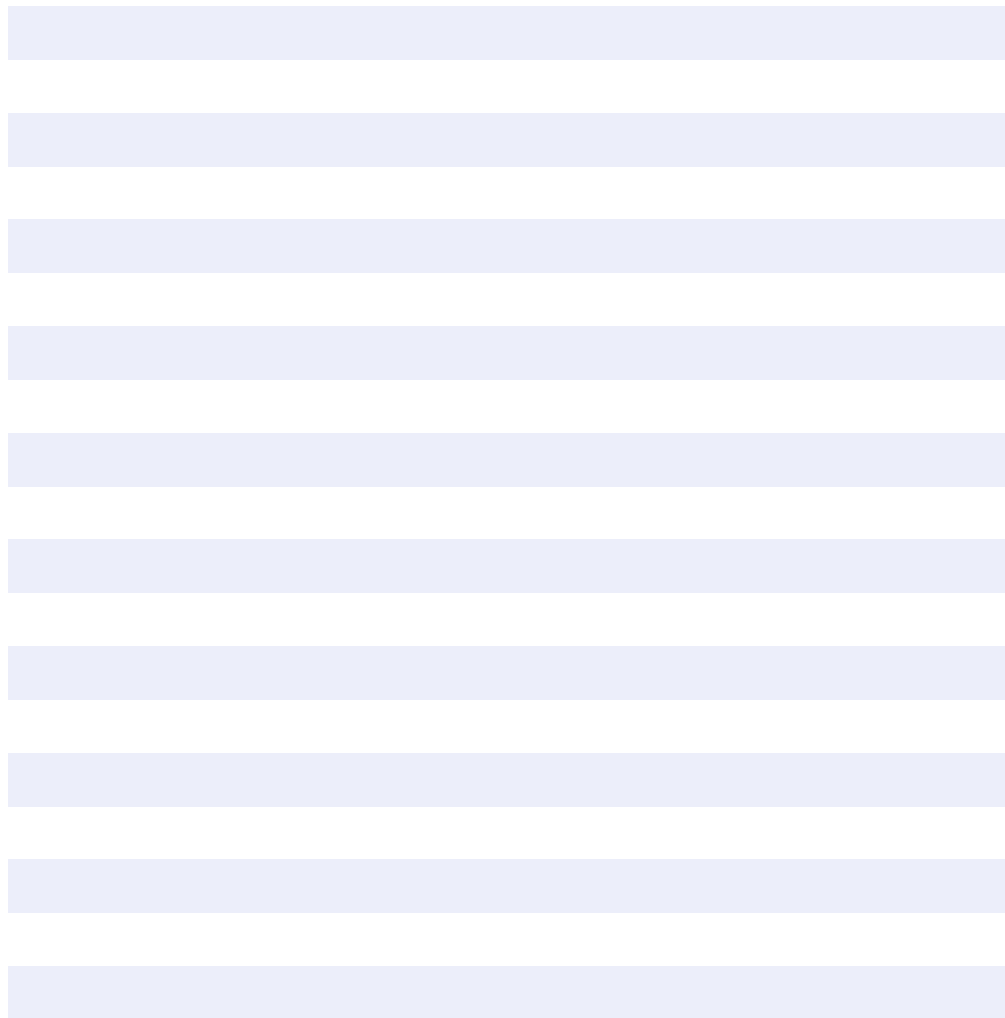
Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

SunTrust Banks, Inc.	GA	30134		N/A
Bank of America	TX	77039		N/A
Bank of America	PA	17320		N/A
Regions Financial Corporation	IL	60156		N/A
U.S. Bancorp	GA	30306	Older American	N/A
Bank of America	IL	60649		N/A
USAA Savings	NC	28273		N/A
Comerica	MI	48309		N/A
Wells Fargo & Company	CA	90292		N/A
JPMorgan Chase & Co.	NY	10473		N/A
Citibank	NY	10023		N/A
Bank of the West	CA	94112		N/A
Santander Bank US	NY	11566	Older American	N/A
Associated Bank	WI	53218	Older American	N/A
Bank of America	NY	11570		N/A
USAA Savings	AR	72894		N/A
Wells Fargo & Company	FL	33126		N/A
JPMorgan Chase & Co.	FL	32958		N/A
Capital One	FL	32958		N/A
M&T Bank Corporation	PA	18705	Servicemember	N/A
Wells Fargo & Company	WA	98270	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	06/18/2014	Closed with monetary relief	Yes	No
Phone	07/24/2014	Closed with explanation	Yes	No
Postal mail	06/18/2014	Closed with explanation	Yes	No
Web	06/16/2014	Closed with explanation	Yes	No
Phone	07/10/2014	Closed with explanation	Yes	Yes
Referral	07/15/2014	Closed with explanation	Yes	Yes
Web	06/27/2014	Closed with explanation	Yes	Yes
Web	07/16/2014	Closed with monetary relief	Yes	No
Web	07/21/2014	Closed with monetary relief	Yes	No
Postal mail	07/23/2014	Closed with explanation	Yes	Yes
Web	07/11/2014	Closed with monetary relief	Yes	No
Web	06/30/2014	Closed with explanation	Yes	No
Phone	07/21/2014	Closed with monetary relief	Yes	No
Referral	07/16/2014	Closed with explanation	Yes	Yes
Web	06/25/2014	Closed with non-monetary relief	Yes	No
Web	07/22/2014	Closed with explanation	Yes	No
Phone	07/16/2014	Closed with monetary relief	Yes	No
Phone	07/21/2014	Closed with explanation	Yes	No
Phone	09/16/2014	Closed with explanation	Yes	No
Postal mail	07/21/2014	Closed with explanation	Yes	No
Phone	07/07/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

896239

946608

896286

896322

925330

931989

909605

939324

946858

940712

932760

917972

939448

932928

910670

947572

932839

939520

939521

940515

918101

Bank Account or Service Complaints

Based on Consumer Complaints

07/22/2014	Bank account or service	Checking account
07/22/2014	Bank account or service	Checking account
06/25/2014	Bank account or service	Checking account
07/22/2014	Bank account or service	Checking account
07/11/2014	Bank account or service	Other bank product/service
06/25/2014	Bank account or service	Checking account
07/11/2014	Bank account or service	Checking account
07/07/2014	Bank account or service	Checking account
07/07/2014	Bank account or service	Other bank product/service
06/25/2014	Bank account or service	Checking account
07/01/2014	Bank account or service	Checking account
07/01/2014	Bank account or service	Checking account
07/01/2014	Bank account or service	Checking account
07/11/2014	Bank account or service	Checking account
06/25/2014	Bank account or service	Checking account
06/25/2014	Bank account or service	Checking account
07/01/2014	Bank account or service	Checking account
06/25/2014	Bank account or service	Other bank product/service
07/01/2014	Bank account or service	Other bank product/service
07/11/2014	Bank account or service	Checking account
07/11/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Using a debit or ATM card

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

M&T Bank Corporation	CA	90035		N/A
USAA Savings	MD	20785		N/A
JPMorgan Chase & Co.	NJ	08873	Older American	N/A
U.S. Bancorp	CA	92585		N/A
Community Choice Financial, Inc.	FL	33170		N/A
Navy FCU	ID	83221		N/A
Bank of America	TX	77021		N/A
Wells Fargo & Company	FL	32408	Older American	N/A
Mobil loans, LLC	FL	33314		N/A
Bank of America	NJ	07083		N/A
JPMorgan Chase & Co.	CA	92782		N/A
Wells Fargo & Company	VA	23075		N/A
BB&T Financial	FL	33405		N/A
Bank of America	WA	99336		N/A
TD Bank US Holding Company	NY	11050		N/A
JPMorgan Chase & Co.	NY	11050		N/A
Citizens Financial Group, Inc.	IL	60659		N/A
Ally Financial Inc.	FL	32427		N/A
Wells Fargo & Company	MN	55387		N/A
Bank of America	NM	88012		N/A
SunTrust Banks, Inc.	VA	24153		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	07/24/2014	Closed with explanation	Yes	No
Referral	07/25/2014	Closed with monetary relief	Yes	No
Phone	06/27/2014	Closed with non-monetary relief	Yes	Yes
Referral	07/25/2014	Closed with explanation	Yes	No
Phone	08/14/2014	Closed with explanation	Yes	No
Web	06/25/2014	Closed with explanation	Yes	No
Referral	07/16/2014	Closed with explanation	Yes	Yes
Phone	07/10/2014	Closed with explanation	Yes	No
Phone	07/10/2014	Untimely response	No	
Postal mail	06/27/2014	Closed with non-monetary relief	Yes	No
Web	07/01/2014	Closed with explanation	Yes	Yes
Web	07/01/2014	Closed with explanation	Yes	No
Referral	07/07/2014	Closed with explanation	Yes	Yes
Web	07/11/2014	Closed with monetary relief	Yes	No
Phone	06/27/2014	Closed with monetary relief	Yes	No
Phone	06/27/2014	Closed with explanation	Yes	No
Postal mail	07/22/2014	Closed with monetary relief	Yes	No
Web	06/25/2014	Closed with explanation	Yes	No
Web	07/01/2014	Closed with explanation	Yes	No
Phone	07/16/2014	Closed with monetary relief	Yes	No
Referral	07/16/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

947419

947955

910787

948084

934054

910840

933073

925716

925722

909656

918884

918781

919052

933113

911439

911440

918961

911116

919001

933214

933233

Bank Account or Service Complaints

Based on Consumer Complaints

07/01/2014	Bank account or service	Checking account
07/07/2014	Bank account or service	Checking account
07/01/2014	Bank account or service	Checking account
07/01/2014	Bank account or service	Checking account
07/01/2014	Bank account or service	Checking account
07/01/2014	Bank account or service	Checking account
07/01/2014	Bank account or service	Other bank product/service
07/16/2014	Bank account or service	Checking account
07/01/2014	Bank account or service	Other bank product/service
07/01/2014	Bank account or service	Checking account
07/02/2014	Bank account or service	Checking account
07/07/2014	Bank account or service	Savings account
07/02/2014	Bank account or service	Checking account
07/02/2014	Bank account or service	Checking account
06/25/2014	Bank account or service	Checking account
07/07/2014	Bank account or service	Other bank product/service
06/25/2014	Bank account or service	Savings account
07/02/2014	Bank account or service	Checking account
07/02/2014	Bank account or service	Checking account
07/07/2014	Bank account or service	Other bank product/service
07/07/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

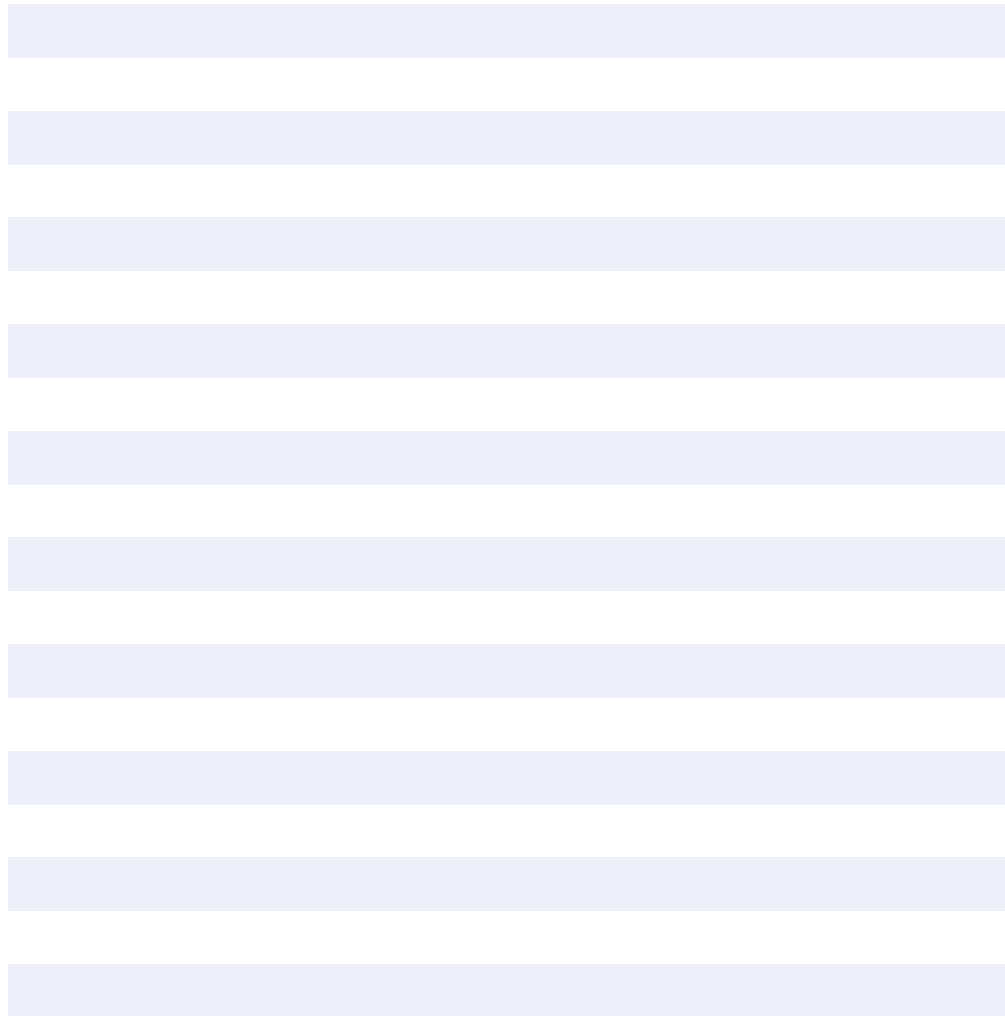
Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

PNC Bank N.A.	NJ	08043		N/A
BMO Harris	WI	54208		N/A
Citizens Financial Group, Inc.	MA	01890		N/A
Wells Fargo & Company	NC	28273	Older American	N/A
The Huntington National Bank	IN	46168		N/A
Regions Financial Corporation	AL	36111		N/A
Bank of America	NJ	08902		N/A
JPMorgan Chase & Co.	CA	92301	Older American	N/A
HSBC North America Holdings Inc.	TX	77388		N/A
Citizens Financial Group, Inc.	IL	60611		N/A
Citibank	OR	97030		N/A
TD Bank US Holding Company	DE	19702		N/A
Bank of America	AZ	85083		N/A
JPMorgan Chase & Co.	CA	92111		N/A
TCF National Bank	IL	60142		N/A
Wells Fargo & Company	DE	19702		N/A
First Republic Bank	CA	94109		N/A
Comerica	CA	94541		N/A
Wells Fargo & Company	FL	32763		N/A
Bank of America	OH	45441		N/A
Wells Fargo & Company	NC	28303		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	07/07/2014	Closed with monetary relief	Yes	No
Referral	07/10/2014	Closed with explanation	Yes	No
Web	07/01/2014	Closed with monetary relief	Yes	No
Web	07/01/2014	Closed with explanation	Yes	No
Web	07/01/2014	Closed with monetary relief	Yes	No
Referral	07/07/2014	Closed with explanation	Yes	Yes
Web	07/01/2014	Closed with non-monetary relief	Yes	No
Phone	07/22/2014	Closed with explanation	Yes	No
Postal mail	07/08/2014	Closed with explanation	Yes	No
Web	07/01/2014	Closed with monetary relief	Yes	Yes
Phone	07/08/2014	Closed with explanation	Yes	No
Phone	07/10/2014	Closed with explanation	Yes	No
Web	07/02/2014	Closed with monetary relief	Yes	No
Web	07/02/2014	Closed with explanation	Yes	No
Web	06/25/2014	Closed with monetary relief	Yes	No
Phone	07/10/2014	Closed with explanation	Yes	No
Web	06/25/2014	Closed with explanation	Yes	Yes
Referral	07/08/2014	Closed with explanation	Yes	No
Referral	07/08/2014	Closed with explanation	Yes	Yes
Referral	07/10/2014	Closed with monetary relief	Yes	No
Referral	07/10/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

919162

926139

919354

919376

919441

919842

919616

940409

919778

918236

920764

926392

920814

920823

911253

926210

911300

920333

921559

926573

924511

Bank Account or Service Complaints

Based on Consumer Complaints

07/02/2014	Bank account or service	(CD) Certificate of deposit
07/07/2014	Bank account or service	Checking account
07/11/2014	Bank account or service	Checking account
07/07/2014	Bank account or service	Other bank product/service
07/02/2014	Bank account or service	Other bank product/service
07/11/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
07/16/2014	Bank account or service	Other bank product/service
07/16/2014	Bank account or service	Other bank product/service
07/17/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Other bank product/service
06/26/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Other bank product/service
06/26/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
07/08/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Using a debit or ATM card

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

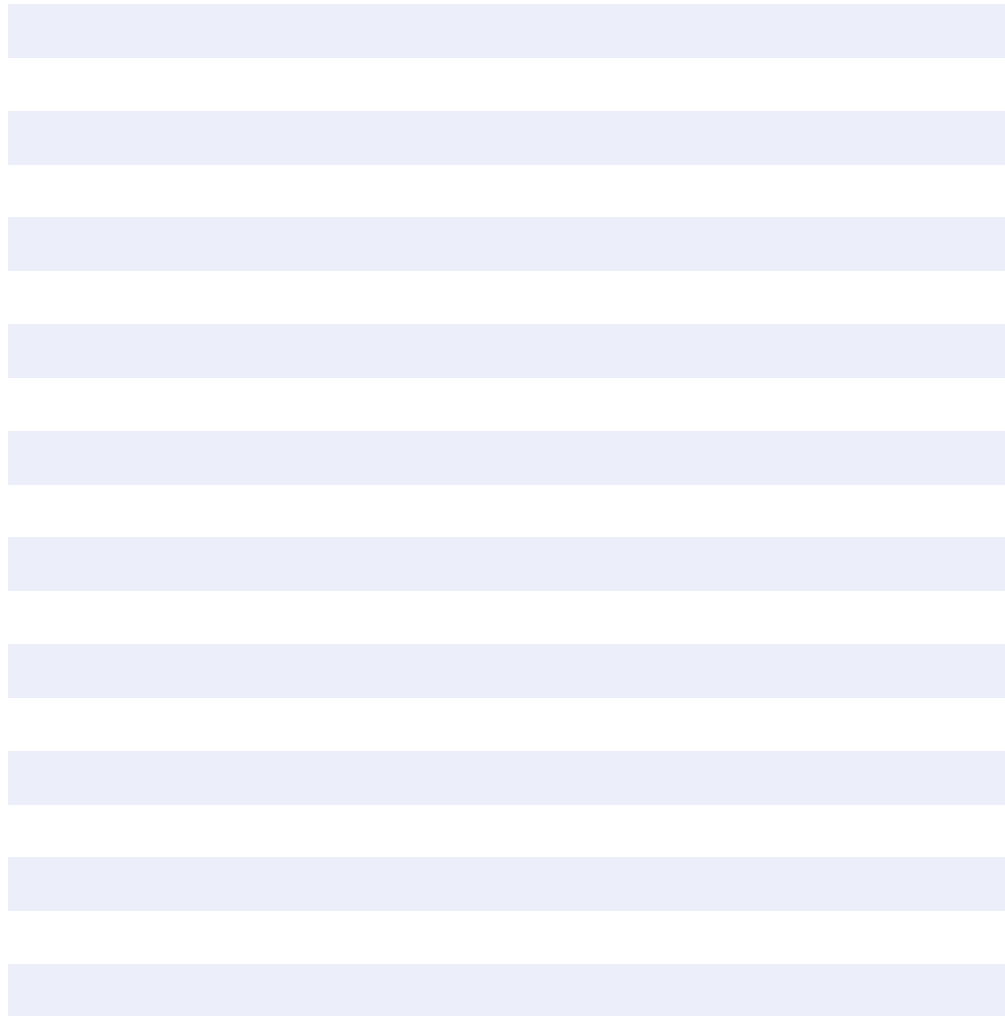
Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	NC	28613		N/A
Bank of America	FL	33579		N/A
JPMorgan Chase & Co.	NY	11427		N/A
GM Financial	AR	72058		N/A
Capital One	SC	29412		N/A
JPMorgan Chase & Co.	CO	80108	Servicemember	N/A
TD Bank US Holding Company	ME	04062	Older American	N/A
Wells Fargo & Company	TX	77065		N/A
JPMorgan Chase & Co.	TX	77065		N/A
Navy FCU	NY	10010		N/A
Wells Fargo & Company	CA	92844		N/A
Ally Financial Inc.	GA	30316		N/A
Fifth Third Financial Corporation	IN	47842		N/A
UMB Bank	CA	93292		N/A
Bank of America	TX	78642		N/A
Wells Fargo & Company	FL	33914		N/A
Synchrony Financial	TX	77065		N/A
JPMorgan Chase & Co.	CA	92373		N/A
SunTrust Banks, Inc.	MD	21204		N/A
SunTrust Banks, Inc.	CA	91730		N/A
Bank of America	MD	21742		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	07/08/2014	Closed with explanation	Yes	No
Web	07/07/2014	Closed with monetary relief	Yes	No
Phone	07/16/2014	Closed with explanation	Yes	No
Web	07/10/2014	Closed with explanation	Yes	Yes
Postal mail	07/08/2014	Closed with explanation	Yes	No
Web	07/11/2014	Closed with explanation	Yes	No
Phone	06/27/2014	Closed with explanation	Yes	Yes
Web	07/16/2014	Closed with explanation	Yes	No
Web	07/17/2014	Closed with explanation	Yes	No
Phone	07/22/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Web	07/17/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Referral	07/11/2014	Closed with monetary relief	Yes	No
Referral	07/22/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

920939

926604

933588

924705

921000

933654

912212

942590

942591

941076

912651

913016

912399

912486

912645

913097

942597

912614

912879

927448

942183

Bank Account or Service Complaints

Based on Consumer Complaints

07/02/2014	Bank account or service	Checking account
07/22/2014	Bank account or service	Checking account
07/11/2014	Bank account or service	Checking account
07/22/2014	Bank account or service	Checking account
07/22/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
07/22/2014	Bank account or service	Checking account
07/24/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Other bank product/service
07/22/2014	Bank account or service	(CD) Certificate of deposit
07/02/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Other bank product/service
07/22/2014	Bank account or service	Other bank product/service
07/12/2014	Bank account or service	Checking account
07/12/2014	Bank account or service	Other bank product/service
07/22/2014	Bank account or service	Checking account
07/08/2014	Bank account or service	(CD) Certificate of deposit
07/08/2014	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Making/receiving payments, sending money

Deposits and withdrawals

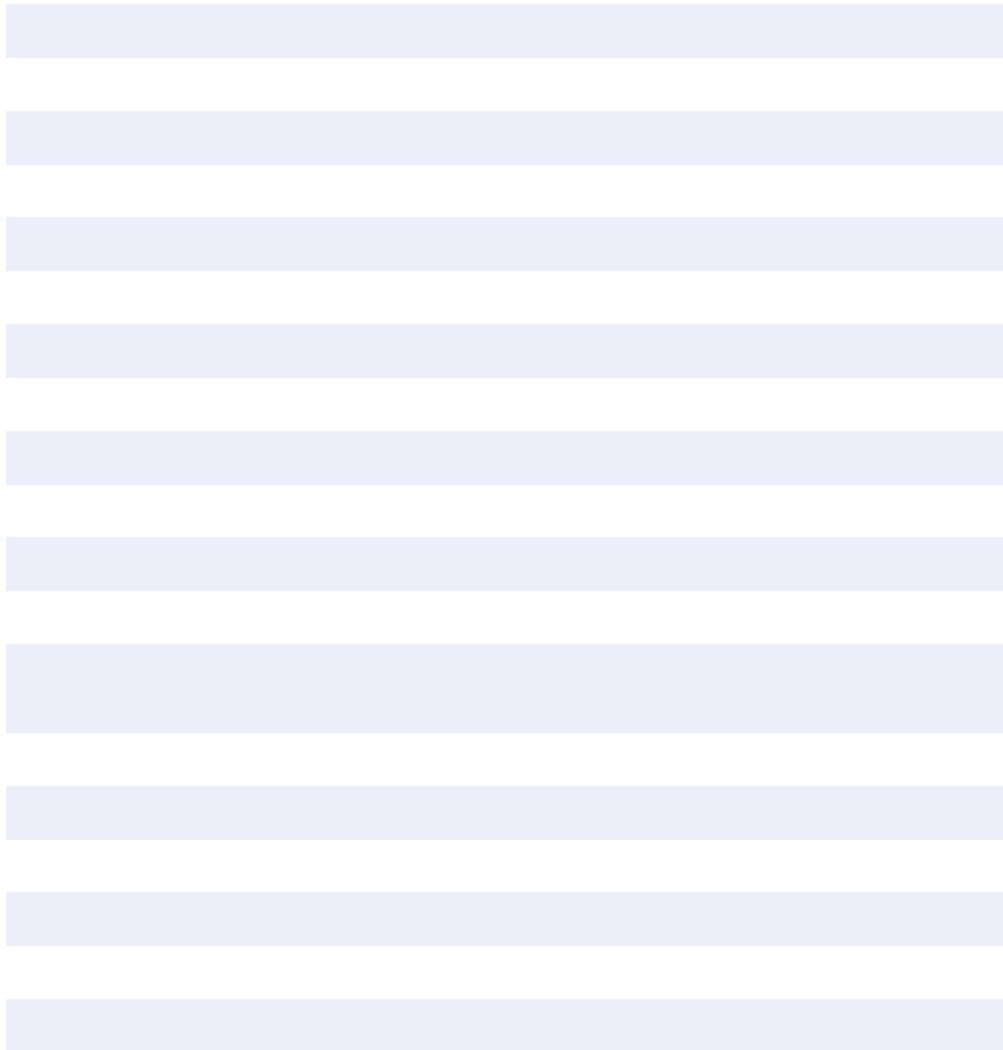
Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

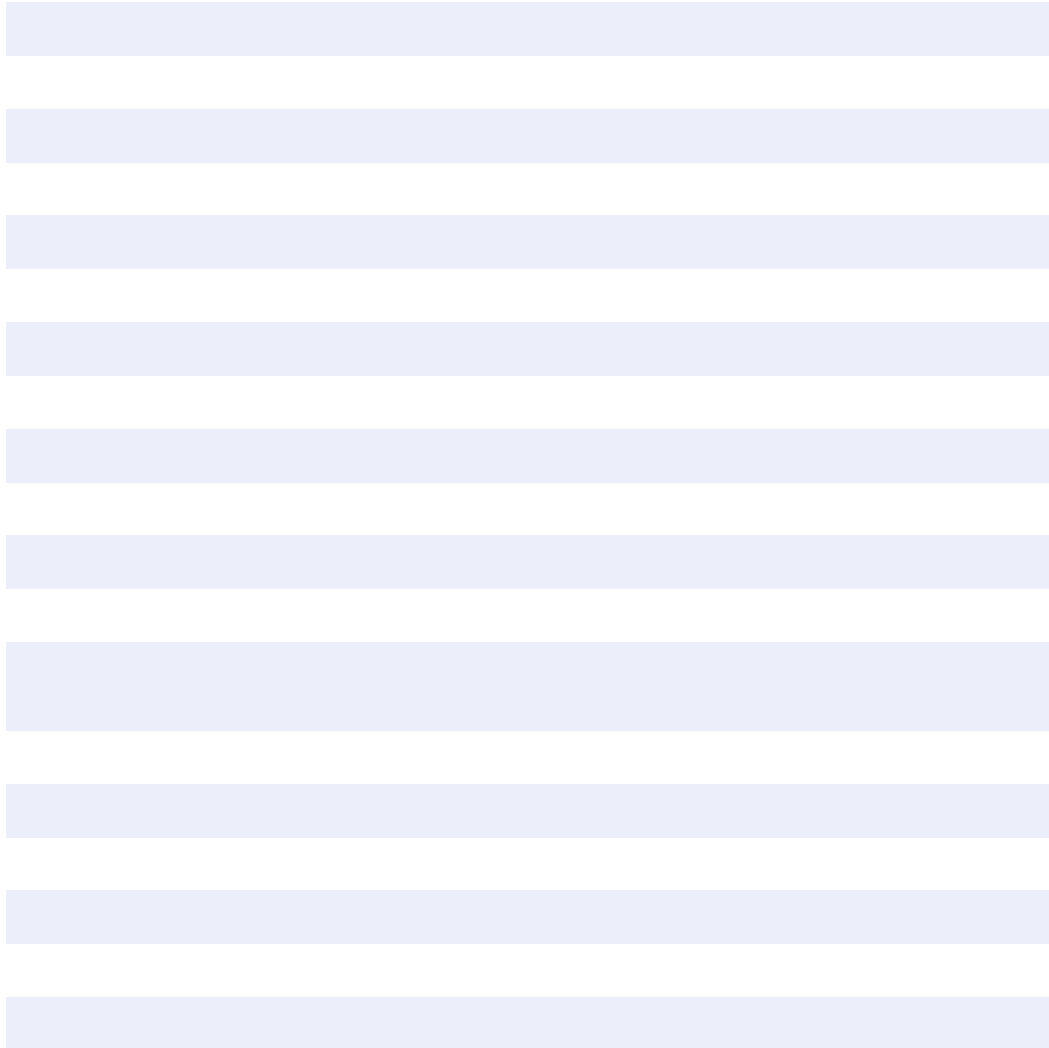
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

PNC Bank N.A.	OH	43207		N/A
JPMorgan Chase & Co.	TX	77069		N/A
Wells Fargo & Company	MN	55024		N/A
Wells Fargo & Company	PA	19464		N/A
Bank of America	NY	10004		N/A
Capital One	DC	20001		N/A
Wells Fargo & Company	PA	18955		N/A
Capital One	MD	21756		N/A
Bank of America	SC	29407		N/A
BB&T Financial	TN	37920		N/A
Citizens Financial Group, Inc.	MA	02359	Older American	N/A
Fifth Third Financial Corporation	MI	48207		N/A
PNC Bank N.A.	MI	49071		N/A
Regions Financial Corporation	MS	39083	Older American, Servicemember	N/A
PayPal Holdings, Inc.	CO	80908		N/A
JPMorgan Chase & Co.	CA	90807		N/A
Bank of America	NJ	08873		N/A
Synchrony Financial	NJ	07087		N/A
Astoria Bank	NY	11691		N/A
Citizens Financial Group, Inc.	MA	02478	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	07/08/2014	Closed with explanation	Yes	No
Referral	07/25/2014	Closed with explanation	Yes	No
Referral	07/16/2014	Closed with explanation	Yes	Yes
Referral	07/25/2014	Closed with explanation	Yes	No
Referral	07/25/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Referral	07/25/2014	Closed with monetary relief	Yes	No
Referral	07/28/2014	Closed with non-monetary relief	Yes	No
Web	07/17/2014	Closed with explanation	Yes	No
Referral	07/22/2014	Closed with explanation	Yes	No
Referral	07/25/2014	Closed with explanation	Yes	Yes
Referral	07/08/2014	Closed with explanation	Yes	No
Phone	07/22/2014	Closed with explanation	Yes	Yes
Web	07/25/2014	Closed with explanation	Yes	No
Web	07/12/2014	Closed with explanation	Yes	Yes
Web	07/12/2014	Closed with explanation	Yes	No
Referral	07/25/2014	Closed with monetary relief	Yes	No
Referral	07/11/2014	Closed with explanation	Yes	No
Phone	07/11/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

921236

948933

933996

948602

948878

973008

912385

948640

951903

941285

941029

948555

921311

941363

948996

934514

934540

948471

926967

926762

Bank Account or Service Complaints

Based on Consumer Complaints

07/13/2014	Bank account or service	Savings account
07/22/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Other bank product/service
07/14/2014	Bank account or service	Savings account
07/17/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Other bank product/service
07/17/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Savings account
07/08/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	(CD) Certificate of deposit
07/22/2014	Bank account or service	(CD) Certificate of deposit
07/28/2014	Bank account or service	Savings account
07/28/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Other bank product/service
07/28/2014	Bank account or service	Other bank product/service
07/14/2014	Bank account or service	Checking account
07/08/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

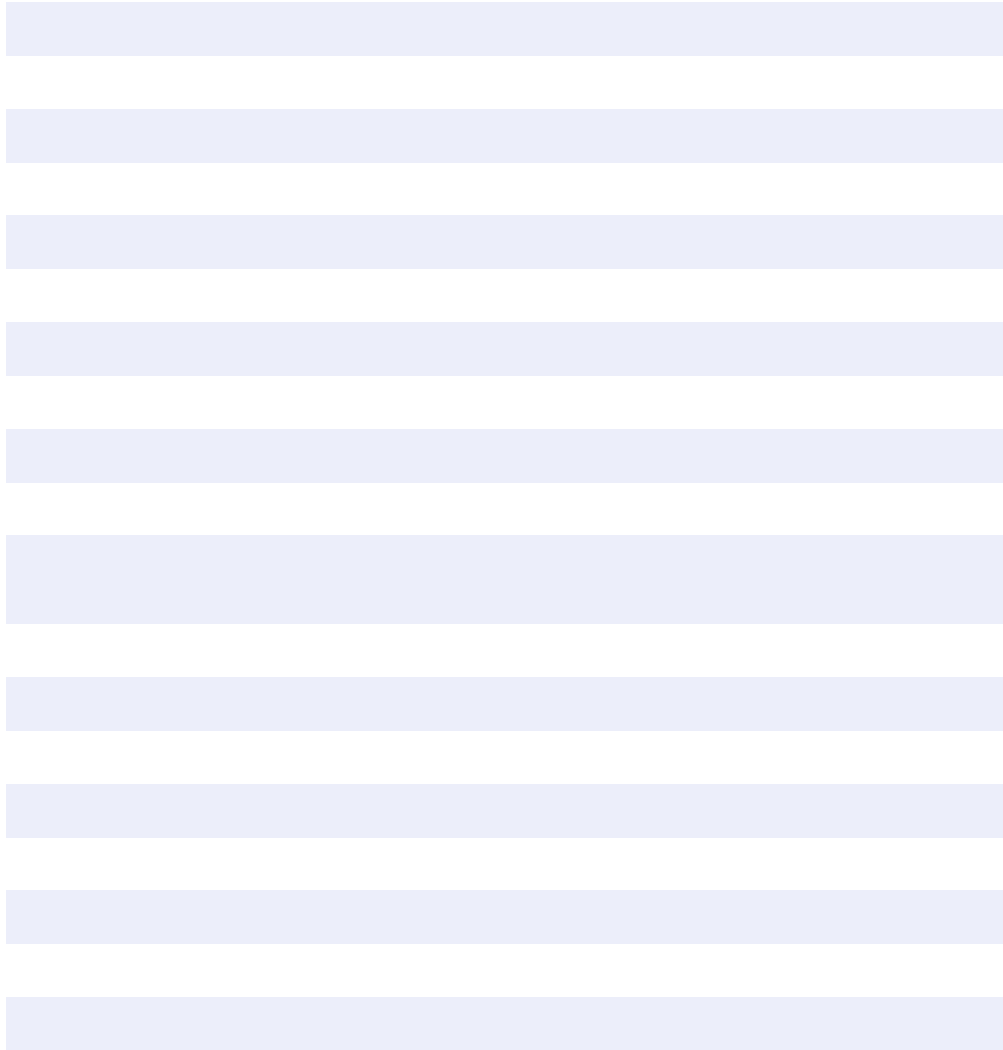
Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	TX	75070		N/A
Bank of America	CA	94523		N/A
Wells Fargo & Company	CA	90020		N/A
Regions Financial Corporation	IN	47610	Older American	N/A
Ally Financial Inc.	AL	36542		N/A
Bank of the West	CA	94124		N/A
Ocwen	FL	34142		N/A
TD Bank US Holding Company	NJ	07080		N/A
Bank of America	MI	48223		N/A
TD Bank US Holding Company	VT	05855		N/A
Bank of America	CA	94022		N/A
Bank of America	MD	20715		N/A
Bank of America	TX	76063	Older American, Servicemember	N/A
Wells Fargo & Company	PA	18034		N/A
Bank of America	FL	[3220		N/A
Capital One	MO	63049		N/A
Bank of America	FL	32904	Older American	N/A
GreenSky Trade Credit, LLC	NY	11756		N/A
Citibank	CA	90066		N/A
JPMorgan Chase & Co.	OH	44406		N/A
Synchrony Financial	UT	84119	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	07/13/2014	Closed with monetary relief	Yes	No
Web	07/25/2014	Closed with explanation	Yes	Yes
Phone	06/30/2014	Closed with explanation	Yes	Yes
Web	06/26/2014	Closed with explanation	Yes	Yes
Web	07/14/2014	Closed with explanation	Yes	Yes
Web	07/14/2014	Closed with explanation	Yes	Yes
Postal mail	06/30/2014	Closed with explanation	Yes	No
Web	07/14/2014	Closed with monetary relief	Yes	No
Phone	07/22/2014	Closed with monetary relief	Yes	No
Referral	07/23/2014	Closed with explanation	Yes	Yes
Phone	07/22/2014	Closed with non-monetary relief	Yes	No
Phone	06/30/2014	Closed with monetary relief	Yes	No
Fax	07/11/2014	Closed with explanation	Yes	No
Web	06/26/2014	Closed with explanation	Yes	No
Web	07/25/2014	Closed with explanation	Yes	Yes
Web	07/28/2014	Closed with explanation	Yes	No
Web	08/14/2014	Closed with explanation	Yes	No
Web	07/17/2014	Closed with monetary relief	Yes	No
Web	07/28/2014	Closed with monetary relief	Yes	No
Phone	07/17/2014	Closed with explanation	Yes	No
Phone	07/18/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

934649

948548

911485

912693

934817

934794

912282

934834

941636

941664

941696

912820

927871

912888

948827

956088

956003

935026

956115

935060

927123

Bank Account or Service Complaints

Based on Consumer Complaints

07/14/2014	Bank account or service	Checking account
07/08/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Other bank product/service
07/28/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
07/23/2014	Bank account or service	Savings account
07/28/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Other bank product/service
07/23/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Savings account
07/08/2014	Bank account or service	Checking account
07/23/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Using a debit or ATM card

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

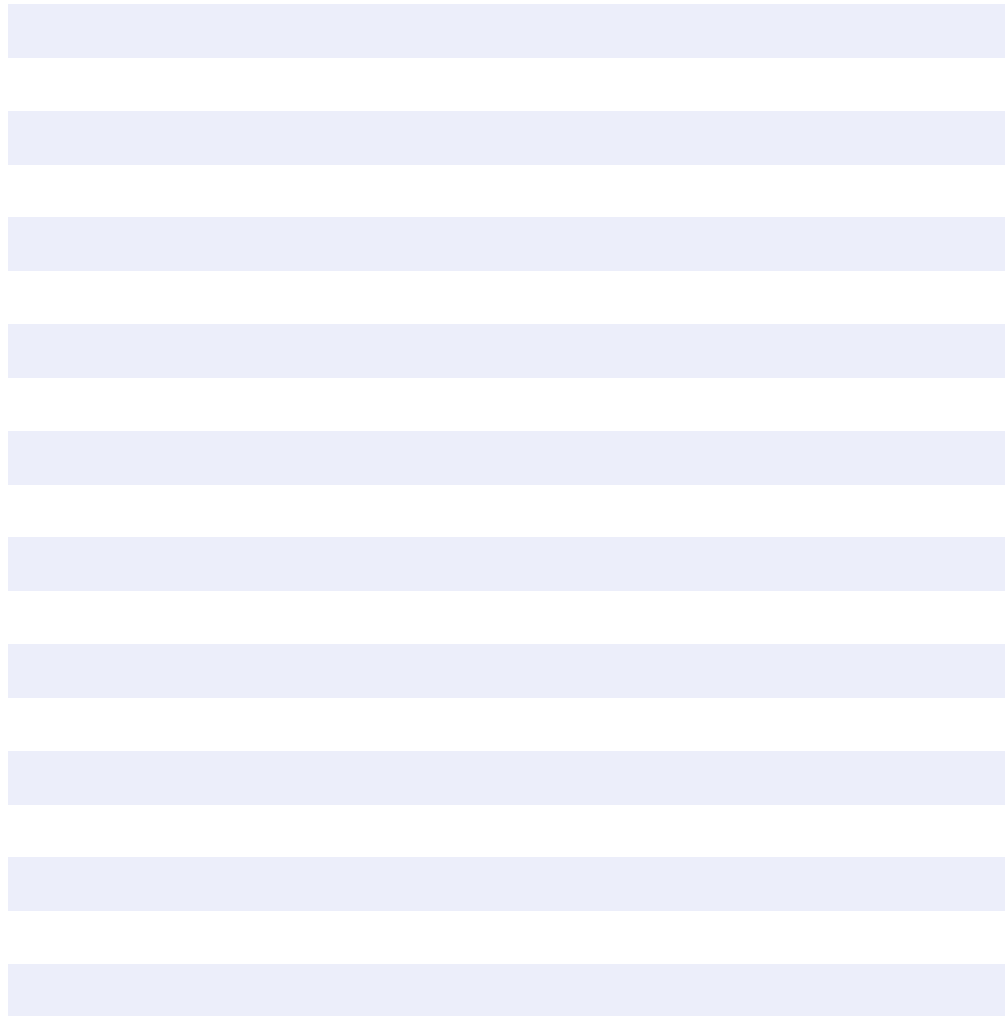
Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NJ	08096		N/A
TCF National Bank	GA	30157		N/A
Banco Popular de Puerto Rico	PR	00983		N/A
Bank of America				N/A
JPMorgan Chase & Co.	IL	60624		N/A
U.S. Bancorp	WA	98258		N/A
Fifth Third Financial Corporation	NC	28277		N/A
Banco Popular de Puerto Rico	TX	78414		N/A
JPMorgan Chase & Co.	NY	10989		N/A
PNC Bank N.A.	PA	18301		N/A
Flagstar Bank	MI	48089		N/A
Wells Fargo & Company	NC	27330		N/A
Commerce Bank	MO	63301		N/A
Wells Fargo & Company	AZ	85615		N/A
Wells Fargo & Company	FL	33181		N/A
BB&T Financial	MD	21784		N/A
Wells Fargo & Company	NY	10075		N/A
TD Bank US Holding Company	FL	32216		N/A
Bank of America	NC	28173		N/A
Ally Financial Inc.	TN	37229	Servicemember	N/A
Bank of America	OK	73111		N/A
Wells Fargo & Company	CA	94583		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	07/17/2014	Closed with explanation	Yes	No
Referral	07/11/2014	Closed with monetary relief	Yes	No
Postal mail	07/23/2014	Closed with explanation	Yes	No
Referral	07/30/2014	Closed with explanation	Yes	Yes
Referral	07/30/2014	Closed with explanation	Yes	No
Referral	07/30/2014	Closed with explanation	Yes	No
Referral	07/30/2014	Closed with monetary relief	Yes	No
Referral	07/25/2014	Closed with explanation	Yes	No
Referral	07/30/2014	Closed with explanation	Yes	No
Referral	07/30/2014	Closed with explanation	Yes	No
Referral	07/30/2014	Closed with explanation	Yes	No
Referral	07/30/2014	Closed with monetary relief	Yes	No
Referral	07/30/2014	Closed with monetary relief	Yes	No
Referral	07/30/2014	Closed with explanation	Yes	No
Referral	07/22/2014	Closed with explanation	Yes	Yes
Web	07/17/2014	Closed with monetary relief	Yes	No
Web	07/17/2014	Closed with monetary relief	Yes	No
Referral	07/25/2014	Closed with monetary relief	Yes	No
Postal mail	07/17/2014	Closed with non-monetary relief	Yes	No
Referral	07/11/2014	Closed with explanation	Yes	No
Referral	07/25/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

935520

927333

935110

956255

956234

956208

956203

949846

956241

956304

956266

956223

956196

956244

955929

942162

935171

942030

949912

935808

927603

949856

Bank Account or Service Complaints

Based on Consumer Complaints

07/08/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
07/31/2014	Bank account or service	Other bank product/service
07/23/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Savings account
07/31/2014	Bank account or service	Checking account
06/26/2014	Bank account or service	Checking account
07/17/2014	Bank account or service	Savings account
06/26/2014	Bank account or service	(CD) Certificate of deposit
07/23/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

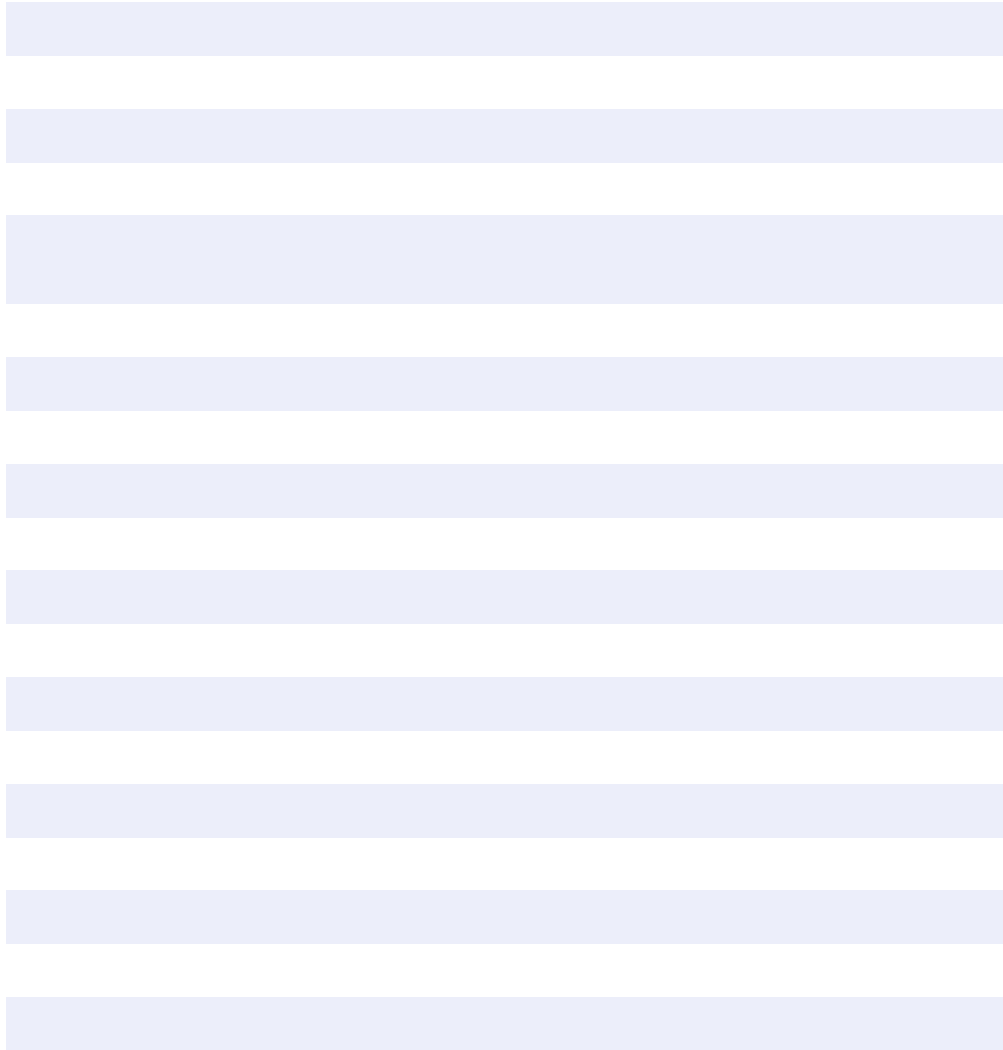
Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

PNC Bank N.A.	PA	19004		N/A
Ally Financial Inc.	TN	37229		N/A
JPMorgan Chase & Co.	MI	41870		N/A
JPMorgan Chase & Co.	OH	45840		N/A
TD Bank US Holding Company	NJ	08859		N/A
U.S. Bancorp	MO	63401	Older American, Servicemember	N/A
JPMorgan Chase & Co.	WA	98133		N/A
Ally Financial Inc.	TN	37229		N/A
Wells Fargo & Company	IN	46835		N/A
Citibank	MD	21076	Servicemember	N/A
Wells Fargo & Company	TN	37416		N/A
Wells Fargo & Company	TX	75025		N/A
BB&T Financial	FL	34655		N/A
Fifth Third Financial Corporation	MI	49224		N/A
Ally Financial Inc.	TN	37229		N/A
Bank of America	AR	72104		N/A
Ally Financial Inc.				N/A
Wells Fargo & Company	CA	91501		N/A
U.S. Bancorp	FL	32118		N/A
Wells Fargo & Company	WA	98532		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	07/08/2014	Closed with explanation	Yes	No
Postal mail	07/17/2014	Closed with non-monetary relief	Yes	No
Phone	07/23/2014	Closed with explanation	Yes	No
Referral	07/18/2014	Closed with non-monetary relief	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	Yes
Phone	07/17/2014	Closed with explanation	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Postal mail	07/17/2014	Closed with non-monetary relief	Yes	No
Referral	06/30/2014	Closed with explanation	Yes	No
Postal mail	08/05/2014	Closed with explanation	Yes	No
Web	07/25/2014	Closed with monetary relief	Yes	No
Referral	07/01/2014	Closed with explanation	Yes	No
Referral	07/01/2014	Closed with explanation	Yes	No
Web	07/17/2014	Closed with monetary relief	Yes	No
Postal mail	07/17/2014	Closed with non-monetary relief	Yes	No
Web	07/31/2014	Closed with explanation	Yes	No
Referral	07/01/2014	Closed with monetary relief	Yes	No
Web	07/17/2014	Closed with monetary relief	Yes	No
Referral	07/01/2014	Closed with explanation	Yes	No
Referral	07/28/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

927278

935283

942136

935303

913299

935342

913327

935364

911682

963710

949791

913447

913453

942352

935385

963449

913562

942464

913604

950004

Bank Account or Service Complaints

Based on Consumer Complaints

06/26/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
07/23/2014	Bank account or service	Checking account
07/23/2014	Bank account or service	Checking account
07/31/2014	Bank account or service	Other bank product/service
07/18/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Cashing a check without an account
07/23/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Savings account
08/01/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Savings account
07/23/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Other bank product/service
07/18/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	(CD) Certificate of deposit
07/23/2014	Bank account or service	Checking account
07/23/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Making/receiving payments, sending money

Problems caused by my funds being low

Using a debit or ATM card

Using a debit or ATM card

Account opening, closing, or management

Using a debit or ATM card

Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

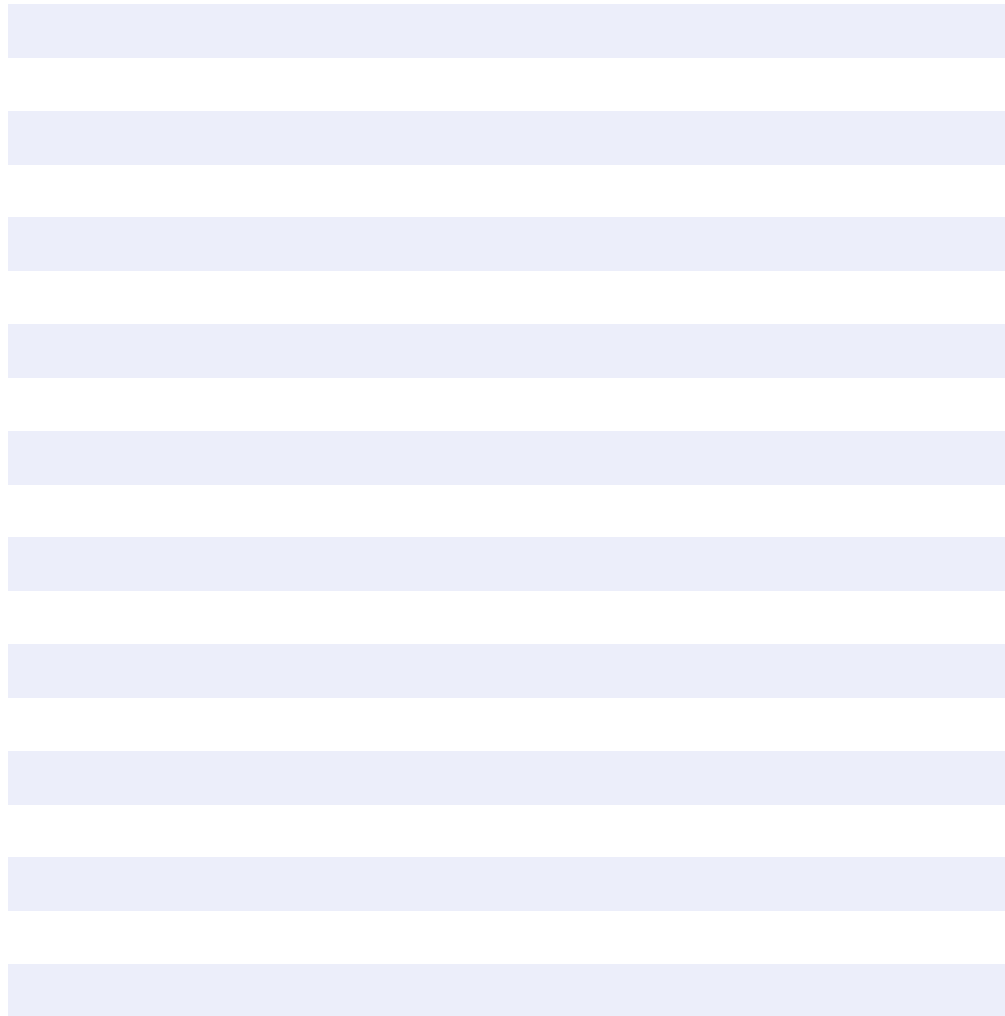
Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	SC	29146	N/A
PNC Bank N.A.	NJ	08534	N/A
JPMorgan Chase & Co.	IL	60680	N/A
TD Bank US Holding Company	NY	11385	N/A
Fifth Third Financial Corporation	KY	40324	N/A
PNC Bank N.A.	NJ	08701	N/A
Bank of America	FL	33610	N/A
IBERIABANK	LA	70517	N/A
Bank of America	VA	22031	N/A
Navy FCU	GA	30087	N/A
JPMorgan Chase & Co.	CA	90403	N/A
Wells Fargo & Company	UT	84098	N/A
U.S. Bancorp	MN	55431	N/A
U.S. Bancorp	MN	55379	N/A
Fifth Third Financial Corporation	IL	60657	N/A
JPMorgan Chase & Co.	TX	77377	N/A
JPMorgan Chase & Co.	GA	30088	N/A
Bank of America	CA	92663	N/A
SunTrust Banks, Inc.	NC	27409	N/A
JPMorgan Chase & Co.	CA	92028	N/A
SunTrust Banks, Inc.	GA	30082	N/A
Bank of America	NJ	07726	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	06/26/2014	Closed with explanation	Yes	No
Referral	07/30/2014	Closed with explanation	Yes	Yes
Web	07/23/2014	Closed with explanation	Yes	No
Referral	07/28/2014	Closed with explanation	Yes	No
Web	08/01/2014	Closed with explanation	Yes	No
Postal mail	10/31/2014	Closed with explanation	Yes	No
Web	08/05/2014	Closed with explanation	Yes	No
Referral	07/28/2014	Closed with explanation	Yes	No
Web	08/01/2014	Closed with monetary relief	Yes	No
Web	07/18/2014	Closed with explanation	Yes	No
Web	08/05/2014	Closed with explanation	Yes	No
Web	08/01/2014	Closed with explanation	Yes	No
Web	07/18/2014	Closed with monetary relief	Yes	No
Phone	07/28/2014	Closed with non-monetary relief	Yes	No
Referral	07/31/2014	Closed with explanation	Yes	No
Referral	07/31/2014	Closed with monetary relief	Yes	No
Web	08/05/2014	Closed with monetary relief	Yes	No
Web	07/18/2014	Closed with monetary relief	Yes	No
Web	08/01/2014	Closed with explanation	Yes	No
Web	07/28/2014	Closed with explanation	Yes	Yes
Web	07/23/2014	Closed with monetary relief	Yes	No
Phone	07/28/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

913629

957929

951041

950557

964191

943071

964232

950706

964253

943227

965481

964301

943319

950202

957596

957138

964390

944387

964407

956025

950378

950426

Bank Account or Service Complaints

Based on Consumer Complaints

07/28/2014	Bank account or service	Checking account
07/28/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	(CD) Certificate of deposit
07/28/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
07/29/2014	Bank account or service	Other bank product/service
07/29/2014	Bank account or service	Checking account
07/29/2014	Bank account or service	Checking account
07/29/2014	Bank account or service	Checking account
07/29/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
07/29/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
07/29/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
08/01/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Problems caused by my funds being low

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

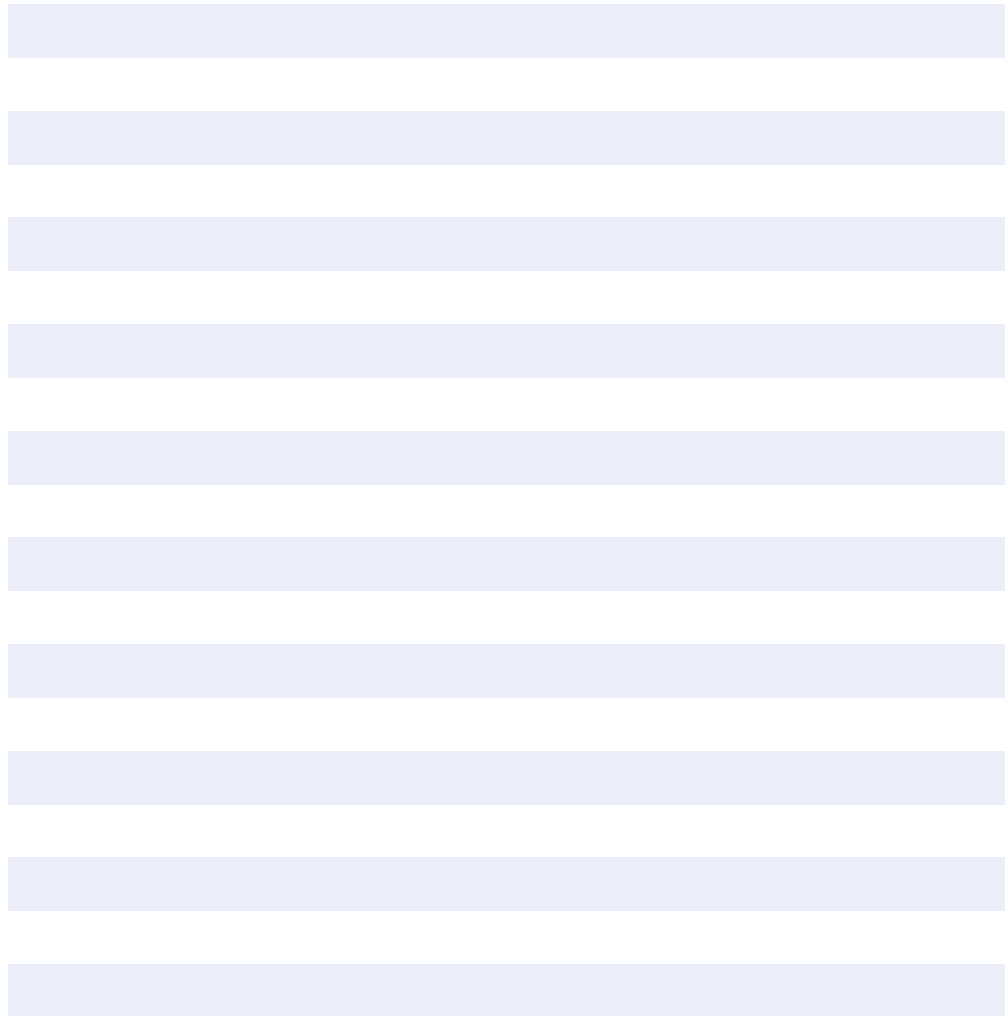
Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	NY	12569		N/A
Fidelity National Information Services, Inc. (FNIS)	FL	34786		N/A
M&T Bank Corporation	MD	21620		N/A
Capital One	VA	20197		N/A
Wells Fargo & Company	CA	90013		N/A
Wells Fargo & Company	CO	80905		N/A
Bank of America	IL	60621		N/A
Bank of America	CA	95842		N/A
Comerica	WA	98203		N/A
Capital One	NY	11788		N/A
Regions Financial Corporation	TX	77042		N/A
Bank of America	FL	33594		N/A
Santander Bank US	NJ	07202	Older American	N/A
BB&T Financial	WV	26519	Servicemember	N/A
PNC Bank N.A.	FL	32725		N/A
Wells Fargo & Company	CT	06105		N/A
Bank of America	MD	21030		N/A
Wells Fargo & Company	NM	87120	Servicemember	N/A
Wells Fargo & Company	IL	60657		N/A
Regions Financial Corporation	FL	32433		N/A
Citibank	WA	99206		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	07/31/2014	Closed with explanation	Yes	No
Web	07/31/2014	Closed with explanation	Yes	No
Web	09/04/2014	Closed with explanation	Yes	Yes
Web	08/01/2014	Closed with monetary relief	Yes	No
Referral	08/05/2014	Closed with explanation	Yes	No
Fax	08/05/2014	Closed with explanation	Yes	Yes
Phone	07/31/2014	Closed with explanation	Yes	No
Postal mail	08/05/2014	Closed with explanation	Yes	No
Phone	07/31/2014	Closed with monetary relief	Yes	No
Web	07/29/2014	Closed with explanation	Yes	No
Web	07/29/2014	Closed with explanation	Yes	Yes
Web	07/29/2014	Closed with non-monetary relief	Yes	No
Web	07/29/2014	Closed	Yes	No
Phone	08/05/2014	Closed with explanation	Yes	No
Web	07/29/2014	Closed with explanation	Yes	No
Phone	08/05/2014	Closed with monetary relief	Yes	No
Web	07/29/2014	Closed with explanation	Yes	No
Phone	08/05/2014	Closed with explanation	Yes	No
Web	08/01/2014	Closed with monetary relief	Yes	No
Phone	07/17/2014	Closed with explanation	Yes	No
Web	07/14/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

957169

955952

965450

964705

964741

964051

957398

964899

958076

958587

957955

958302

958308

965261

958373

965267

958396

965307

965384

934786

935941

Bank Account or Service Complaints

Based on Consumer Complaints

07/02/2014	Bank account or service	Other bank product/service
07/02/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Savings account
07/14/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
07/14/2014	Bank account or service	Checking account
07/02/2014	Bank account or service	Checking account
07/02/2014	Bank account or service	Checking account
07/02/2014	Bank account or service	Checking account
07/02/2014	Bank account or service	Savings account
07/15/2014	Bank account or service	Savings account
07/15/2014	Bank account or service	Checking account
07/02/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Checking account
07/15/2014	Bank account or service	Savings account
07/15/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Checking account
07/02/2014	Bank account or service	Checking account
07/29/2014	Bank account or service	Checking account
07/09/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Navy FCU	CA	91913	Servicemember	N/A
Wells Fargo & Company	NJ	08232		N/A
Wells Fargo & Company	CA	92691	Older American, Servicemember	N/A
JPMorgan Chase & Co.	IL	60612		N/A
JPMorgan Chase & Co.	IL	60620		N/A
Ally Financial Inc.	TN	37211	Older American	N/A
The Huntington National Bank	OH	44710		N/A
JPMorgan Chase & Co.	FL	33338		N/A
City National Bank	NY	13214		N/A
Navy FCU	WV	24910		N/A
Associated Bank	WI	54650		N/A
Bank of America	CA	94585		N/A
Wells Fargo & Company	WA	98033	Older American	N/A
Bank of America	MD	21207	Older American	N/A
Regions Financial Corporation	TN	38558		N/A
Wells Fargo & Company	VA	23503		N/A
Bank of America	CA	94134		N/A
Wells Fargo & Company	FL	32708		N/A
Capital One	MD	20707		N/A
M&T Bank Corporation	DE	19702		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	07/02/2014	Closed with explanation	Yes	Yes
Web	07/08/2014	Closed with explanation	Yes	No
Web	07/14/2014	Closed with monetary relief	Yes	No
Phone	07/18/2014	Closed with explanation	Yes	No
Referral	07/18/2014	Closed with explanation	Yes	Yes
Postal mail	07/18/2014	Closed with non-monetary relief	Yes	No
Referral	07/08/2014	Closed with explanation	Yes	No
Web	07/08/2014	Closed with explanation	Yes	Yes
Postal mail	07/03/2014	Closed with explanation	Yes	No
Referral	07/09/2014	Closed with explanation	Yes	No
Web	07/15/2014	Closed with explanation	Yes	Yes
Web	07/15/2014	Closed with explanation	Yes	No
Phone	07/09/2014	Closed with explanation	Yes	No
Phone	07/23/2014	Closed with explanation	Yes	No
Referral	07/18/2014	Closed with explanation	Yes	No
Referral	07/18/2014	Closed with monetary relief	Yes	No
Referral	07/23/2014	Closed with explanation	Yes	No
Web	07/02/2014	Closed with explanation	Yes	Yes
Postal mail	07/31/2014	Closed with monetary relief	Yes	No
Referral	07/14/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

920648

921618

936108

936130

936162

936208

920376

921752

921768

920385

936987

937019

921880

943427

937391

937073

943697

922004

958557

928781

Bank Account or Service Complaints

Based on Consumer Complaints

07/15/2014	Bank account or service	Other bank product/service
07/09/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Checking account
07/23/2014	Bank account or service	Checking account
07/03/2014	Bank account or service	Checking account
07/23/2014	Bank account or service	Checking account
07/15/2014	Bank account or service	Other bank product/service
07/23/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Checking account
07/03/2014	Bank account or service	Checking account
07/15/2014	Bank account or service	Checking account
07/15/2014	Bank account or service	Checking account
07/23/2014	Bank account or service	Checking account
07/15/2014	Bank account or service	Checking account
07/03/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Checking account
07/03/2014	Bank account or service	Checking account
07/03/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Other bank product/service
07/09/2014	Bank account or service	Checking account
07/29/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Using a debit or ATM card

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Using a debit or ATM card

Problems caused by my funds being low

Deposits and withdrawals

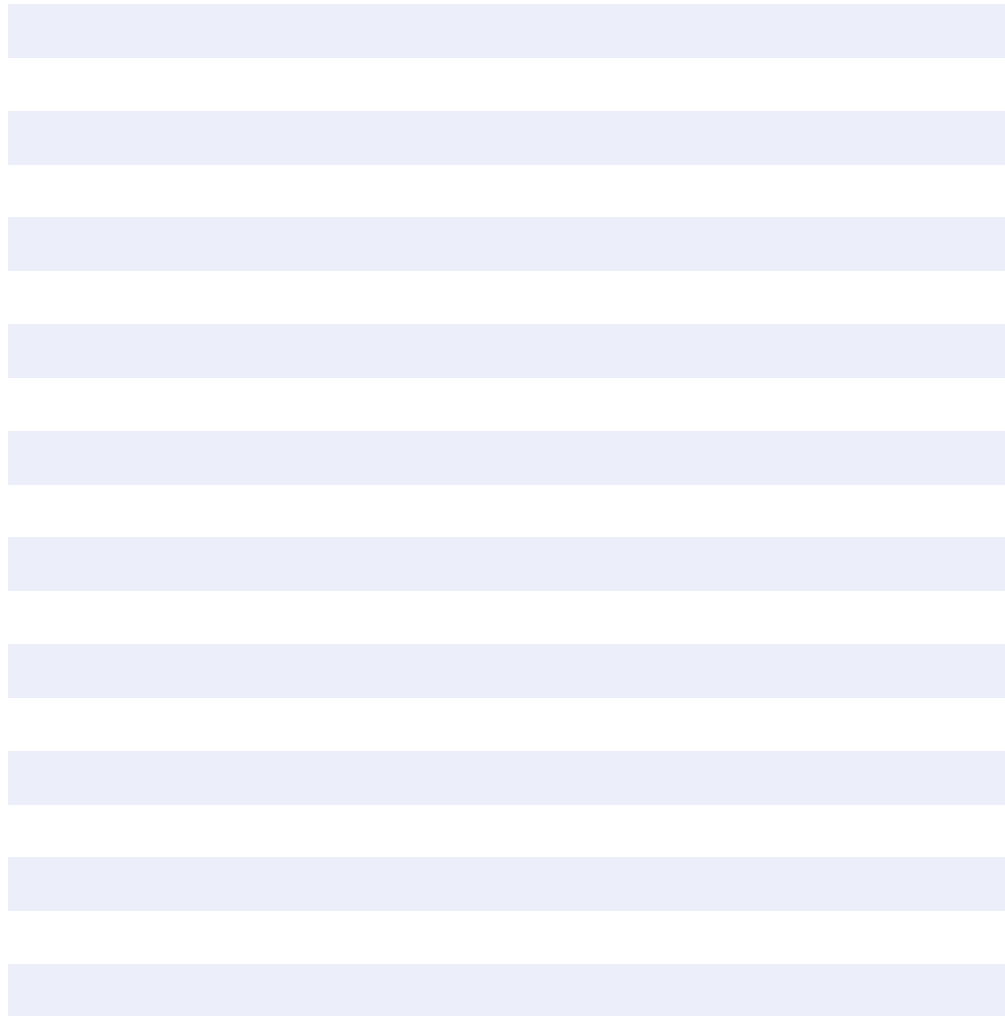
Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Ally Financial Inc.	TN	37229		N/A
JPMorgan Chase & Co.	IL	60104		N/A
Santander Bank US	MA	02115		N/A
Fifth Third Financial Corporation	FL	33647		N/A
Capital One	NV	89433		N/A
Wells Fargo & Company	CA	95831		N/A
Ally Financial Inc.	PA	15237		N/A
U.S. Bancorp	NV	89077		N/A
Wells Fargo & Company	CA	90064	Older American	N/A
JPMorgan Chase & Co.	WV	25053		N/A
U.S. Bancorp	IL	60617		N/A
U.S. Bancorp	MT	59714		N/A
Wells Fargo & Company	UT	84601		N/A
Amex	NY	14301		N/A
Wells Fargo & Company	GA	30318		N/A
Bank of America	FL	33067		N/A
TD Bank US Holding Company	NY	11225		N/A
SunTrust Banks, Inc.	NC	27215		N/A
U.S. Bancorp	CA	93030		N/A
Wells Fargo & Company	GA	30083		N/A
Bank of America	VA	23701		N/A
JPMorgan Chase & Co.	CA	95864	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Fax	07/30/2014	Closed with non-monetary relief	Yes	No
Referral	07/14/2014	Closed with explanation	Yes	No
Phone	07/23/2014	Closed with monetary relief	Yes	No
Web	07/23/2014	Closed with explanation	Yes	Yes
Phone	07/09/2014	Closed with non-monetary relief	Yes	No
Web	07/23/2014	Closed with explanation	Yes	No
Postal mail	07/18/2014	Closed with non-monetary relief	Yes	No
Web	07/23/2014	Closed with non-monetary relief	Yes	No
Phone	07/23/2014	Closed with explanation	Yes	No
Web	07/03/2014	Closed with explanation	Yes	Yes
Referral	07/18/2014	Closed with explanation	Yes	No
Phone	07/18/2014	Closed with explanation	Yes	No
Phone	08/07/2014	Closed with monetary relief	Yes	Yes
Postal mail	07/18/2014	Closed with explanation	Yes	Yes
Referral	07/09/2014	Closed with non-monetary relief	Yes	No
Web	07/18/2014	Closed with monetary relief	Yes	No
Referral	07/09/2014	Closed with explanation	Yes	No
Referral	07/09/2014	Closed with monetary relief	Yes	No
Web	07/18/2014	Closed with explanation	Yes	No
Web	07/18/2014	Closed with non-monetary relief	Yes	No
Web	07/09/2014	Closed with explanation	Yes	No
Postal mail	08/01/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

937134

928825

943554

950614

922542

950626

936881

950635

943609

922582

937326

937350

950719

937378

923016

944410

923221

922851

943698

943715

929059

957968

Bank Account or Service Complaints

Based on Consumer Complaints

07/03/2014	Bank account or service	Checking account
07/23/2014	Bank account or service	Checking account
07/24/2014	Bank account or service	(CD) Certificate of deposit
07/15/2014	Bank account or service	Checking account
07/09/2014	Bank account or service	Other bank product/service
07/24/2014	Bank account or service	Checking account
07/03/2014	Bank account or service	Checking account
07/24/2014	Bank account or service	Checking account
07/24/2014	Bank account or service	Savings account
08/07/2014	Bank account or service	Checking account
07/29/2014	Bank account or service	Other bank product/service
07/29/2014	Bank account or service	Other bank product/service
07/15/2014	Bank account or service	Checking account
07/09/2014	Bank account or service	Checking account
07/09/2014	Bank account or service	Checking account
07/09/2014	Bank account or service	Checking account
07/03/2014	Bank account or service	Checking account
07/15/2014	Bank account or service	Checking account
07/15/2014	Bank account or service	Checking account
07/29/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

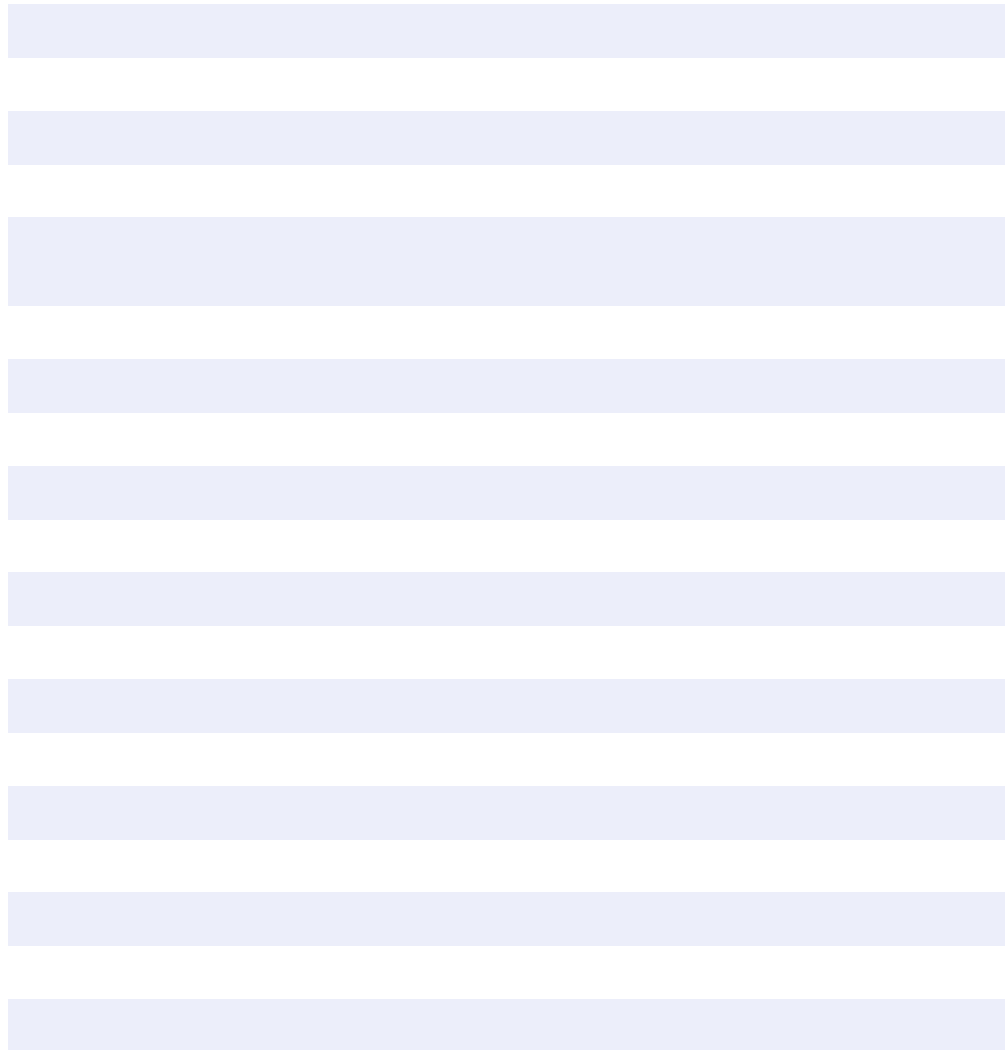
Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Banco Popular de Puerto Rico	PR	00741		N/A
U.S. Bancorp	CA	91761		N/A
JPMorgan Chase & Co.	CA	92028		N/A
Wells Fargo & Company	VA	23113	Servicemember	N/A
Factual Data	TX	78748		N/A
Arvest Bank	AR	72758	Older American, Servicemember	N/A
Arvest Bank	MO	65807		N/A
PNC Bank N.A.	NJ	07801		N/A
JPMorgan Chase & Co.	CA	92545		N/A
Bank of America	FL	33401		N/A
Comerica	GA	30707		N/A
Synchrony Financial	AL	35452		N/A
Wells Fargo & Company	DC	20005		N/A
Regions Financial Corporation	LA	70130		N/A
Wells Fargo & Company	CA	90047	Older American	N/A
Whitney Bank	NY	10454	Older American	N/A
HSBC North America Holdings Inc.	NY	11223		N/A
JPMorgan Chase & Co.				N/A
Amex	CA	92844		N/A
Fifth Third Financial Corporation	OH	44060		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	07/09/2014	Closed with explanation	Yes	No
Phone	07/29/2014	Closed with explanation	Yes	No
Web	07/24/2014	Closed with explanation	Yes	No
Phone	07/18/2014	Closed with explanation	Yes	No
Web	07/29/2014	Closed with explanation	Yes	No
Web	07/24/2014	Closed with non-monetary relief	Yes	No
Web	07/03/2014	Closed with explanation	Yes	No
Referral	07/28/2014	Closed with non-monetary relief	Yes	No
Referral	07/28/2014	Closed with explanation	Yes	No
Web	08/11/2014	Closed with explanation	Yes	Yes
Web	07/29/2014	Closed with explanation	Yes	Yes
Postal mail	07/31/2014	Closed with explanation	Yes	No
Web	07/15/2014	Closed with monetary relief	Yes	No
Referral	07/14/2014	Closed with explanation	Yes	Yes
Phone	07/14/2014	Closed with explanation	Yes	No
Phone	07/14/2014	Closed with explanation	Yes	No
Phone	07/09/2014	Closed with monetary relief	Yes	No
Postal mail	07/18/2014	Closed with explanation	Yes	Yes
Referral	07/18/2014	Closed with explanation	Yes	Yes
Web	07/29/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

922704

951459

951423

936838

929046

951590

922898

952437

952073

972877

958380

959180

937821

930243

929369

929382

923040

937911

937912

959242

Bank Account or Service Complaints

Based on Consumer Complaints

07/15/2014	Bank account or service	Checking account
07/09/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Checking account
08/02/2014	Bank account or service	Other bank product/service
07/09/2014	Bank account or service	Checking account
08/02/2014	Bank account or service	Checking account
08/02/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Checking account
08/02/2014	Bank account or service	Other bank product/service
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/02/2014	Bank account or service	Savings account
07/24/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Checking account
07/18/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Savings account
07/24/2014	Bank account or service	Other bank product/service
07/24/2014	Bank account or service	(CD) Certificate of deposit
08/03/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Problems caused by my funds being low

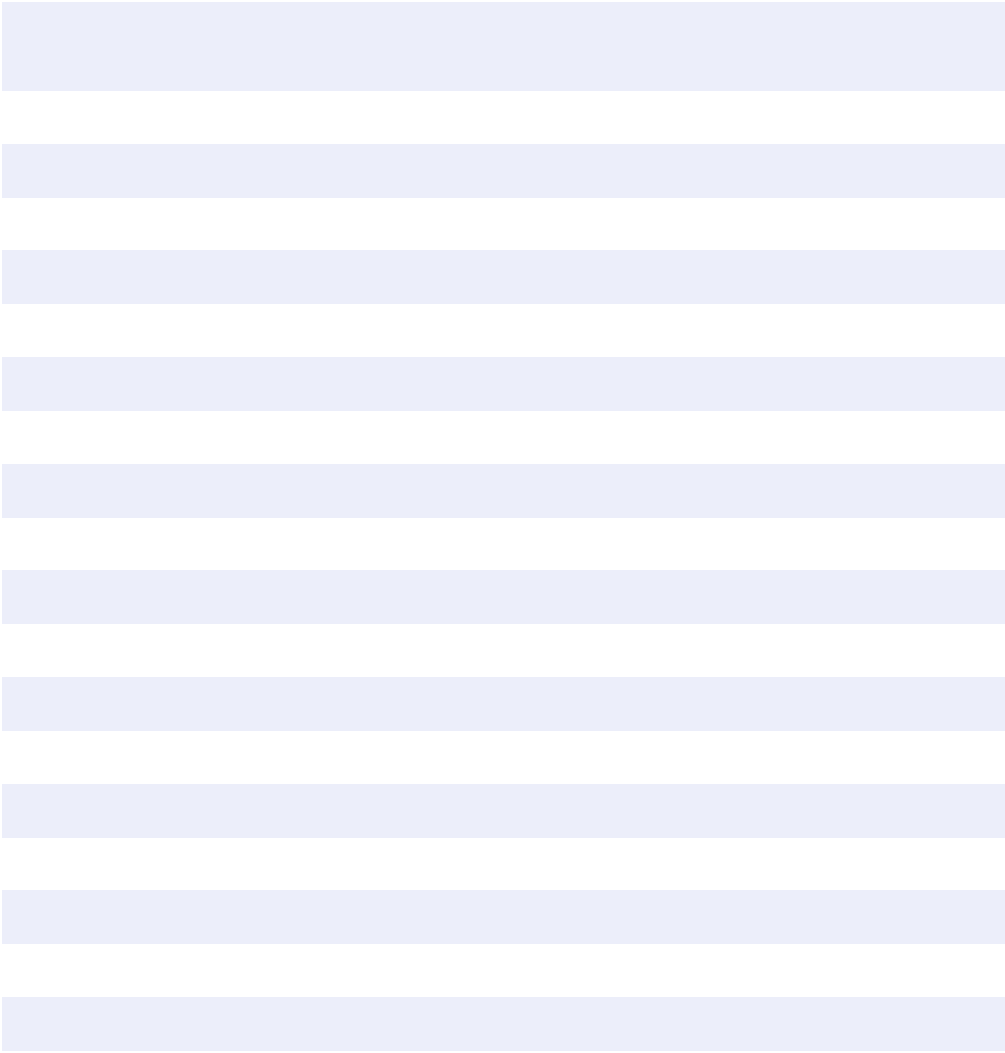
Making/receiving payments, sending money

Account opening, closing, or management

Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

City National Bank	CA	91007		N/A
JPMorgan Chase & Co.	CA	90024		N/A
Bank of the West	AZ	85250	Older American, Servicemember	N/A
Wells Fargo & Company	CA	94901		N/A
Wells Fargo & Company	AZ	85379		N/A
JPMorgan Chase & Co.	NJ	08805		N/A
Bank of America	FL	34756		N/A
Bank of America	CA	91605		N/A
The Huntington National Bank	MI	48203	Older American	N/A
JPMorgan Chase & Co.	NY	11788		N/A
JPMorgan Chase & Co.	NY	10303		N/A
PNC Bank N.A.	NJ	07924		N/A
Bank of America	IL	60620		N/A
JPMorgan Chase & Co.	CA	92879		N/A
JPMorgan Chase & Co.	CA	91607	Older American	N/A
USAA Savings	NY	13603		N/A
Bank of America	DC	20017		N/A
TD Bank US Holding Company	ME	04106		N/A
HSBC North America Holdings Inc.	NJ	08831	Older American	N/A
Arvest Bank	OK	74018		N/A
The Huntington National Bank	OH	45402		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	07/21/2014	Closed with explanation	Yes	No
Web	07/14/2014	Closed with monetary relief	Yes	No
Web	07/18/2014	Closed with monetary relief	Yes	No
Postal mail	07/23/2014	Closed with monetary relief	Yes	Yes
Web	08/06/2014	Closed with explanation	Yes	No
Phone	07/14/2014	Closed with explanation	Yes	Yes
Web	08/02/2014	Closed with explanation	Yes	No
Web	08/06/2014	Closed with monetary relief	Yes	No
Web	08/07/2014	Closed with monetary relief	Yes	Yes
Web	07/18/2014	Closed with explanation	Yes	No
Web	08/02/2014	Closed with non-monetary relief	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No
Web	08/02/2014	Closed with explanation	Yes	No
Phone	07/28/2014	Closed with explanation	Yes	Yes
Web	08/01/2014	Closed with explanation	Yes	No
Web	07/19/2014	Closed with explanation	Yes	No
Web	07/30/2014	Closed with monetary relief	Yes	No
Phone	07/28/2014	Closed with explanation	Yes	No
Postal mail	07/31/2014	Closed with explanation	Yes	No
Web	08/03/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

938527

930210

944372

944046

965844

929461

965901

965907

973392

944353

966016

973585

973590

966034

951988

960062

944997

960125

952049

953117

966293

Bank Account or Service Complaints

Based on Consumer Complaints

07/19/2014	Bank account or service	Checking account
07/03/2014	Bank account or service	Checking account
07/09/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Checking account
07/09/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Checking account
07/09/2014	Bank account or service	Checking account
08/03/2014	Bank account or service	Checking account
07/24/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Other bank product/service
07/03/2014	Bank account or service	(CD) Certificate of deposit
07/30/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Other bank product/service
07/19/2014	Bank account or service	Other bank product/service
07/09/2014	Bank account or service	Checking account
08/04/2014	Bank account or service	Other bank product/service
08/28/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Savings account
07/09/2014	Bank account or service	Checking account
07/24/2014	Bank account or service	Other bank product/service
07/09/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

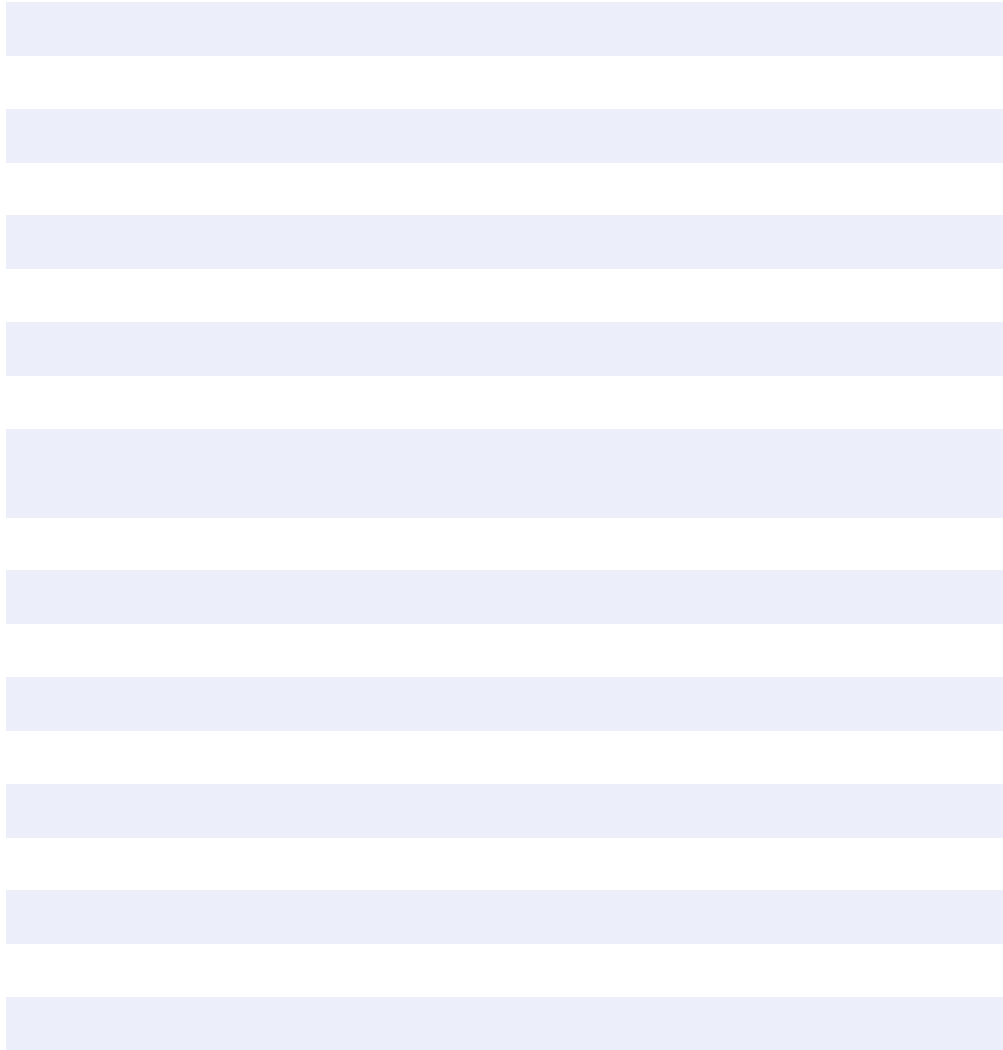
Making/receiving payments, sending money

Making/receiving payments, sending money

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Santander Bank US	NJ	07731		N/A
Wells Fargo & Company	VA	22902		N/A
SunTrust Banks, Inc.	FL	33301		N/A
JPMorgan Chase & Co.	MI	49504		N/A
SunTrust Banks, Inc.	PR	00603		N/A
M&T Bank Corporation	DE	19808		N/A
JPMorgan Chase & Co.	CA	90211		N/A
Bank of America	PA	19151		N/A
Regions Financial Corporation	FL	33605		N/A
Pentagon FCU	FL	33870		N/A
Discover	AR	72811	Older American, Servicemember	N/A
BB&T Financial	FL	32114		N/A
Regions Financial Corporation	NJ	08904		N/A
JPMorgan Chase & Co.	TX	77065		N/A
Regions Financial Corporation	LA	71055		N/A
Citibank	NY	10038		N/A
Zions Bancorporation	CA	91786		N/A
JPMorgan Chase & Co.	CO	81147		N/A
Bank of America	FL	32208		N/A
Navy FCU	FL	33256		N/A
Bank of America	NC	27519		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	07/19/2014	Closed with monetary relief	Yes	No
Web	07/03/2014	Closed with monetary relief	Yes	No
Referral	07/14/2014	Closed with explanation	Yes	Yes
Referral	08/01/2014	Closed with explanation	Yes	No
Referral	07/14/2014	Closed with explanation	Yes	No
Referral	08/01/2014	Closed with explanation	Yes	No
Referral	07/14/2014	Closed with explanation	Yes	No
Web	08/06/2014	Closed with explanation	Yes	No
Referral	07/30/2014	Closed with explanation	Yes	No
Referral	08/01/2014	Closed with explanation	Yes	No
Phone	07/09/2014	Closed with explanation	Yes	Yes
Referral	08/01/2014	Closed with explanation	Yes	Yes
Referral	08/01/2014	Closed with explanation	Yes	No
Web	07/19/2014	Closed with explanation	Yes	No
Referral	07/14/2014	Closed with monetary relief	Yes	No
Web	08/06/2014	Closed with explanation	Yes	No
Referral	09/03/2014	Closed with explanation	Yes	No
Postal mail	08/01/2014	Closed with explanation	Yes	Yes
Referral	07/14/2014	Closed with non-monetary relief	Yes	No
Referral	07/30/2014	Closed with explanation	Yes	No
Web	07/14/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

945036

923514

930255

961621

930257

960419

930261

966094

952753

960332

923562

960299

961620

944993

930266

966369

1006145

960206

930270

953083

930140

Bank Account or Service Complaints

Based on Consumer Complaints

07/19/2014	Bank account or service	Checking account
07/03/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Checking account
08/04/2014	Bank account or service	Checking account
07/03/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Other bank product/service
07/24/2014	Bank account or service	Other bank product/service
08/04/2014	Bank account or service	Other bank product/service
07/30/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Checking account
07/20/2014	Bank account or service	Checking account
07/20/2014	Bank account or service	Other bank product/service
08/07/2014	Bank account or service	Checking account
07/20/2014	Bank account or service	Savings account
08/07/2014	Bank account or service	Checking account
07/20/2014	Bank account or service	Savings account
07/20/2014	Bank account or service	Checking account
07/24/2014	Bank account or service	Savings account
07/21/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Using a debit or ATM card

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

PNC Bank N.A.	AZ	85268		N/A
Citizens Financial Group, Inc.	PA	15234		N/A
Wells Fargo & Company	MN	55117		N/A
Wells Fargo & Company	NV	89503		N/A
TD Bank US Holding Company	FL	33060	Older American	N/A
PayPal Holdings, Inc.	NC	27127	Servicemember	N/A
JPMorgan Chase & Co.	FL	34240		N/A
JPMorgan Chase & Co.	MI	48080	Older American	N/A
Bank of America				N/A
Bank of the West	NE	68031		N/A
TD Bank US Holding Company	NJ	07753		N/A
Bank of America	TN	37772		N/A
Wells Fargo & Company	VA	23237		N/A
M&T Bank Corporation	MD	21222		N/A
BB&T Financial	FL	32223		N/A
Amex	IL	60626		N/A
TD Bank US Holding Company	PA	18062		N/A
U.S. Bancorp	MN	55419		N/A
Wells Fargo & Company	PA	19446		N/A
UBS Bank	CA	92021		N/A
Wells Fargo & Company	VA	23235		N/A
Capital One	CA	93406		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	07/19/2014	Closed with explanation	Yes	No
Referral	07/09/2014	Closed with explanation	Yes	No
Web	07/30/2014	Closed with explanation	Yes	No
Web	08/04/2014	Closed with explanation	Yes	No
Phone	07/09/2014	Closed with explanation	Yes	No
Phone	08/01/2014	Closed with non-monetary relief	Yes	No
Web	07/24/2014	Closed with explanation	Yes	No
Phone	08/06/2014	Closed with explanation	Yes	No
Phone	08/01/2014	Closed with monetary relief	Yes	No
Web	07/30/2014	Closed with monetary relief	Yes	Yes
Web	07/20/2014	Closed with non-monetary relief	Yes	No
Web	07/20/2014	Closed with explanation	Yes	No
Web	08/07/2014	Closed with explanation	Yes	Yes
Web	07/20/2014	Closed with explanation	Yes	No
Fax	08/21/2014	Closed with explanation	Yes	Yes
Web	07/20/2014	Closed with explanation	Yes	Yes
Web	07/20/2014	Closed with explanation	Yes	Yes
Web	07/24/2014	Closed with monetary relief	Yes	No
Web	07/21/2014	Closed with monetary relief	Yes	No
Referral	07/15/2014	Closed	Yes	Yes
Web	08/07/2014	Closed with non-monetary relief	Yes	No
Web	07/10/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

945107

922284

960245

966571

923623

960270

952266

966654

960401

960402

944789

944791

974037

944811

972764

944928

944905

952435

945441

930838

974194

932420

Bank Account or Service Complaints

Based on Consumer Complaints

07/21/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Checking account
07/21/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Checking account
07/24/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Other bank product/service
08/07/2014	Bank account or service	Checking account
07/10/2014	Bank account or service	Other bank product/service
08/04/2014	Bank account or service	(CD) Certificate of deposit
08/08/2014	Bank account or service	Other bank product/service
08/04/2014	Bank account or service	Checking account
08/08/2014	Bank account or service	Checking account
08/08/2014	Bank account or service	Savings account
08/04/2014	Bank account or service	Checking account
08/08/2014	Bank account or service	Other bank product/service
08/04/2014	Bank account or service	Checking account
08/08/2014	Bank account or service	Checking account
08/04/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

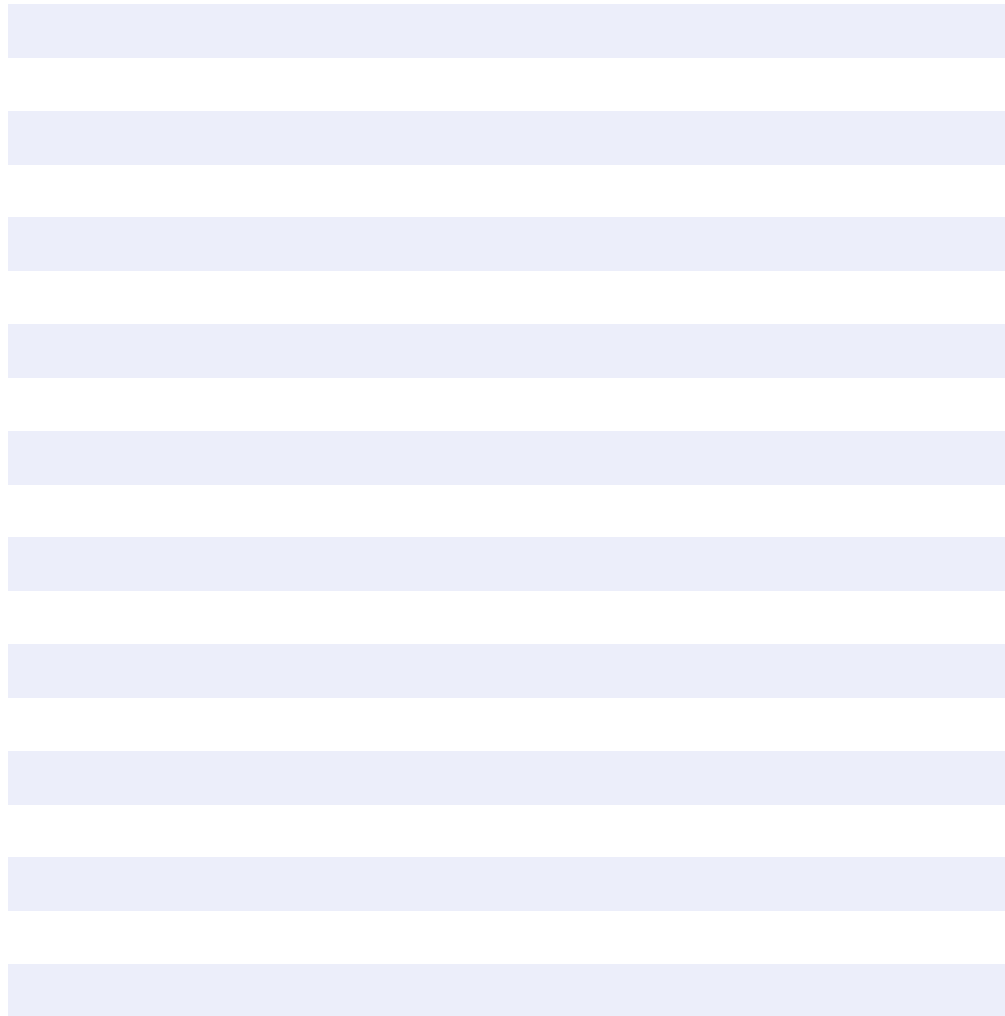
Problems caused by my funds being low

Making/receiving payments, sending money

Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	NV	89121		N/A
Wells Fargo & Company				N/A
BB&T Financial	PA	19382		N/A
Bank of America	IL	60426		N/A
Union Bank	CA	92501		N/A
HSBC North America Holdings Inc.			Older American	N/A
Wells Fargo & Company	FL	33186		N/A
Santander Bank US	PA	17602		N/A
JPMorgan Chase & Co.	MI	48203		N/A
Santander Bank US	PA	19151		N/A
JPMorgan Chase & Co.	MD	20772		N/A
Bank of the West	CA	93035		N/A
Wells Fargo & Company	TX	77489		N/A
Associated Bank	WI	54521	Older American	N/A
JPMorgan Chase & Co.	NY	10032		N/A
Bank of America	MD	21613		N/A
JPMorgan Chase & Co.	NJ	07304		N/A
Comerica	CT	06108		N/A
JPMorgan Chase & Co.	CA	92177		N/A
Bank of America	AZ	85295		N/A
U.S. Bancorp	CA	92596		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	07/23/2014	Closed with explanation	Yes	No
Referral	07/30/2014	Closed with explanation	Yes	No
Referral	07/23/2014	Closed with monetary relief	Yes	No
Referral	07/23/2014	Closed with monetary relief	Yes	No
Web	08/07/2014	Closed with explanation	Yes	Yes
Web	07/15/2014	Closed with explanation	Yes	No
Referral	08/01/2014	Closed with explanation	Yes	Yes
Web	07/24/2014	Closed	Yes	Yes
Referral	07/15/2014	Closed with explanation	Yes	No
Web	08/07/2014	Closed	Yes	No
Fax	07/15/2014	Closed with explanation	Yes	Yes
Referral	08/06/2014	Closed with non-monetary relief	Yes	No
Web	08/12/2014	Closed with explanation	Yes	Yes
Web	09/08/2014	Closed with explanation	Yes	No
Phone	08/12/2014	Closed with monetary relief	Yes	No
Web	08/08/2014	Closed with explanation	Yes	No
Phone	08/07/2014	Closed with explanation	Yes	No
Web	08/08/2014	Closed with explanation	Yes	Yes
Web	08/04/2014	Closed with explanation	Yes	No
Web	08/08/2014	Closed with explanation	Yes	Yes
Web	08/04/2014	Closed with non-monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

945723

945767

945733

945708

974286

930831

960806

952611

932380

974336

930862

967111

975183

967302

975368

975111

967542

974977

966404

975585

967646

Bank Account or Service Complaints

Based on Consumer Complaints

08/05/2014	Bank account or service	Savings account
08/05/2014	Bank account or service	Checking account
08/05/2014	Bank account or service	Checking account
08/05/2014	Bank account or service	Other bank product/service
08/05/2014	Bank account or service	Checking account
08/05/2014	Bank account or service	Checking account
08/05/2014	Bank account or service	Checking account
08/05/2014	Bank account or service	Savings account
08/05/2014	Bank account or service	Savings account
07/25/2014	Bank account or service	Checking account
08/05/2014	Bank account or service	Checking account
07/25/2014	Bank account or service	Checking account
07/25/2014	Bank account or service	Savings account
07/30/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Checking account
08/13/2014	Bank account or service	Other bank product/service
07/25/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Checking account
07/25/2014	Bank account or service	Savings account
08/14/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Making/receiving payments, sending money

Problems caused by my funds being low

Problems caused by my funds being low

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Using a debit or ATM card

Account opening, closing, or management

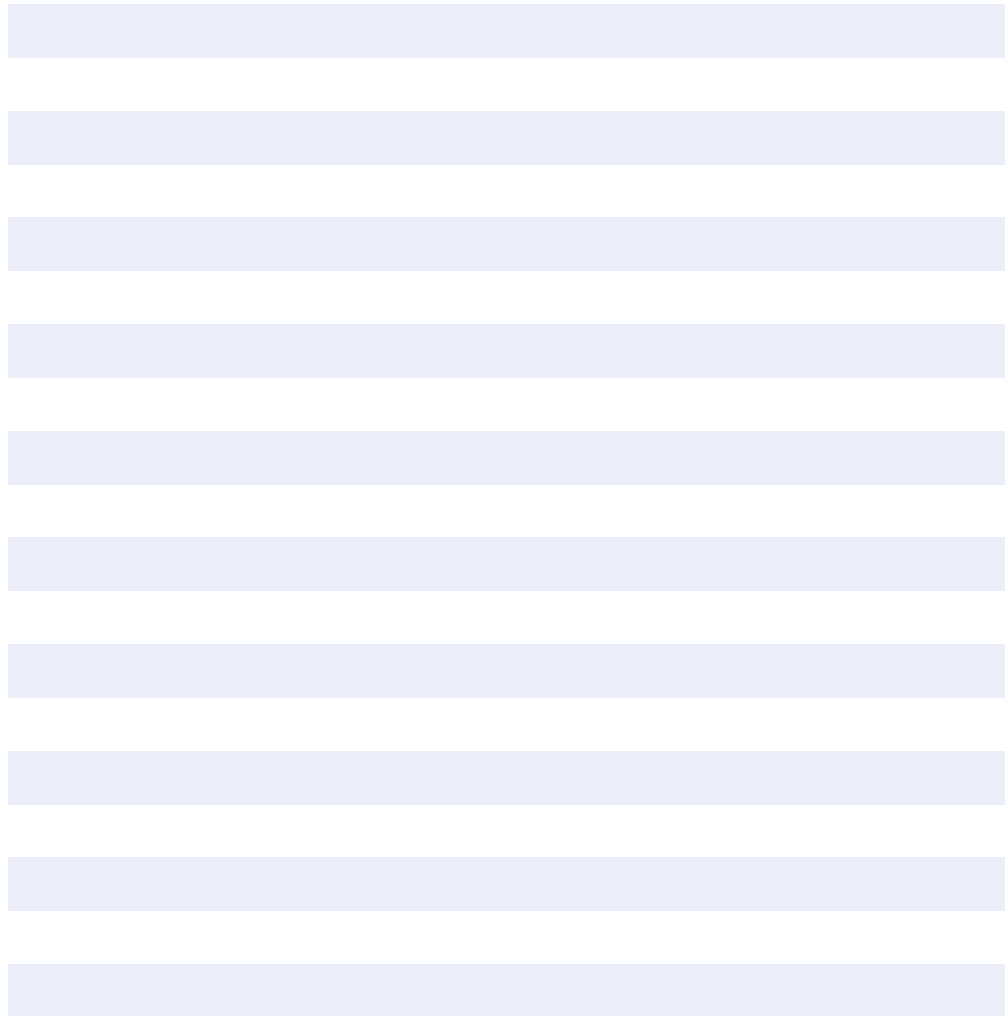
Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Ally Financial Inc.	MA	02114	Older American	N/A
TCF National Bank	MN	55303		N/A
SunTrust Banks, Inc.	VA	23462		N/A
Fifth Third Financial Corporation	OH	43224		N/A
PNC Bank N.A.	NJ	08753		N/A
M&T Bank Corporation	MD	20901		N/A
Capital One	TX	77627		N/A
Citibank				N/A
Wells Fargo & Company	CA	95407		N/A
The Huntington National Bank				N/A
Capital One	TX	77087		N/A
JPMorgan Chase & Co.	FL	33142		N/A
BBVA Compass	AL	35226		N/A
Wells Fargo & Company	TX	77077		N/A
Bank of the West	CA	94610	Older American	N/A
Wells Fargo & Company	SC	29206		N/A
Citizens Financial Group, Inc.	IN	46835		N/A
U.S. Bancorp	IL	60690		N/A
Banco Popular North America	TX	78250		N/A
Bank of America	MA	01730	Older American	N/A
Wells Fargo & Company	NV	89403		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	08/07/2014	Closed with monetary relief	Yes	No
Referral	08/07/2014	Closed with monetary relief	Yes	No
Referral	08/07/2014	Closed with monetary relief	Yes	No
Referral	08/07/2014	Closed with explanation	Yes	No
Referral	08/07/2014	Closed with explanation	Yes	No
Referral	08/07/2014	Closed with monetary relief	Yes	No
Referral	08/07/2014	Closed with explanation	Yes	No
Web	08/05/2014	Closed with monetary relief	Yes	No
Phone	08/07/2014	Closed with explanation	Yes	No
Web	07/25/2014	Closed with explanation	Yes	No
Fax	08/07/2014	Closed with explanation	Yes	No
Postal mail	08/14/2014	Closed with explanation	Yes	No
Web	07/25/2014	Closed with monetary relief	Yes	No
Web	07/30/2014	Closed with monetary relief	Yes	No
Web	08/01/2014	Closed with monetary relief	Yes	No
Web	07/30/2014	Closed with monetary relief	Yes	No
Web	08/28/2014	Closed with explanation	Yes	No
Referral	07/29/2014	Closed with explanation	Yes	No
Referral	08/04/2014	Closed with explanation	Yes	No
Phone	07/29/2014	Closed with non-monetary relief	Yes	No
Web	08/14/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

968718

968884

968914

968928

969182

969214

968487

968865

968641

953949

969039

954021

954049

960953

960029

961001

981589

954294

961562

954418

983901

Bank Account or Service Complaints

Based on Consumer Complaints

08/19/2014	Bank account or service	Other bank product/service
08/08/2014	Bank account or service	Checking account
08/08/2014	Bank account or service	Other bank product/service
08/14/2014	Bank account or service	Checking account
07/30/2014	Bank account or service	Checking account
08/08/2014	Bank account or service	Checking account
08/05/2014	Bank account or service	(CD) Certificate of deposit
07/30/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Other bank product/service
07/30/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Checking account
07/25/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	(CD) Certificate of deposit
08/14/2014	Bank account or service	Checking account
07/31/2014	Bank account or service	Checking account
08/08/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Checking account
07/25/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Other bank product/service
07/25/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Using a debit or ATM card

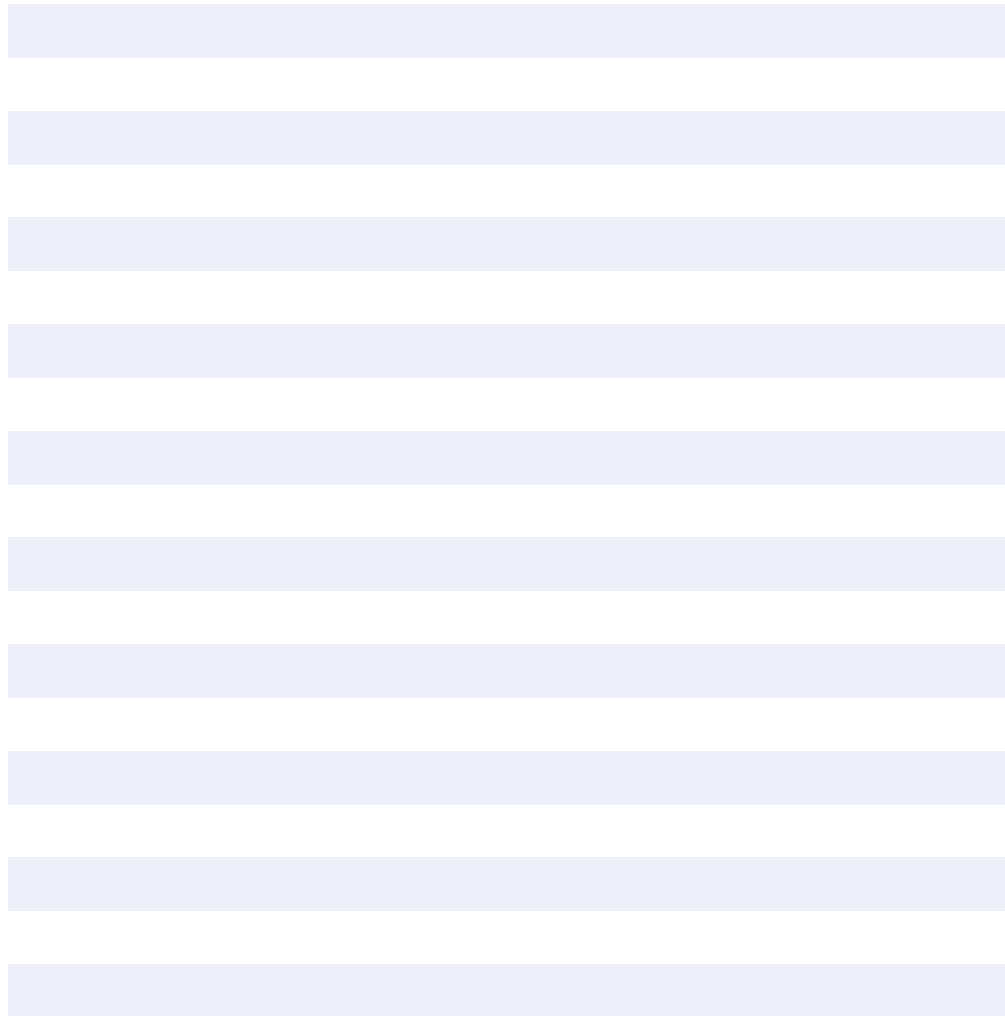
Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

PNC Bank N.A.	PA	15228		N/A
Wells Fargo & Company	NC	27265		N/A
Citibank	OH	45404		N/A
Citibank	NY	11234		N/A
Fifth Third Financial Corporation	FL	33511		N/A
Citibank	NY	11375		N/A
Wells Fargo & Company	FL	32653	Older American	N/A
U.S. Bancorp	ME	04981		N/A
Ally Financial Inc.	TX	77803		N/A
Wells Fargo & Company	AZ	85006		N/A
Fifth Third Financial Corporation	IL	60195		N/A
Zions Bancorporation	NV	89128		N/A
Commerce Bank	KS	67205		N/A
BB&T Financial	SC	29048		N/A
Bank of America	FL	34958		N/A
Wells Fargo & Company				N/A
PNC Bank N.A.	IL	62221		N/A
Bank of America	NJ	08080		N/A
Bank of America	CA	95453	Older American	N/A
Amex	VA	22203		N/A
Wells Fargo & Company	SC	29210		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	08/21/2014	Closed with explanation	Yes	No
Web	08/08/2014	Closed with explanation	Yes	No
Phone	08/12/2014	Closed with explanation	Yes	No
Phone	08/19/2014	Closed with explanation	Yes	No
Phone	08/04/2014	Closed with explanation	Yes	No
Web	08/08/2014	Closed with explanation	Yes	No
Postal mail	08/07/2014	Closed with explanation	Yes	Yes
Web	07/30/2014	Closed with explanation	Yes	Yes
Referral	08/18/2014	Closed with explanation	Yes	No
Referral	08/04/2014	Closed	Yes	No
Referral	08/18/2014	Closed with non-monetary relief	Yes	No
Web	07/25/2014	Closed with explanation	Yes	No
Referral	08/18/2014	Closed with explanation	Yes	No
Referral	08/18/2014	Closed with explanation	Yes	No
Web	07/31/2014	Closed with monetary relief	Yes	No
Fax	08/12/2014	Closed with explanation	Yes	No
Fax	08/18/2014	Closed with explanation	Yes	No
Phone	08/25/2014	Closed with explanation	Yes	No
Web	08/18/2014	Closed with non-monetary relief	Yes	No
Referral	07/30/2014	Closed with non-monetary relief	Yes	No
Web	08/19/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

990921

975694

975818

984036

961349

974883

968410

960039

984110

961433

984222

955041

984227

984228

963611

974995

983738

955187

984421

955067

991475

Bank Account or Service Complaints

Based on Consumer Complaints

08/08/2014	Bank account or service	Other bank product/service
07/25/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Other bank product/service
08/19/2014	Bank account or service	Other bank product/service
07/26/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Checking account
08/09/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Other bank product/service
07/31/2014	Bank account or service	Checking account
07/31/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Other bank product/service
08/06/2014	Bank account or service	Checking account
07/26/2014	Bank account or service	Other bank product/service
08/09/2014	Bank account or service	Checking account
07/26/2014	Bank account or service	Cashing a check without an account
08/06/2014	Bank account or service	Checking account
07/26/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Checking account
07/26/2014	Bank account or service	Cashing a check without an account
07/31/2014	Bank account or service	Checking account
08/10/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Making/receiving payments, sending money

Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Fidelity National Information Services, Inc. (FNIS)	CA	90755		N/A
JPMorgan Chase & Co.	OR	97502		N/A
U.S. Bancorp	MN	55125		N/A
HSBC North America Holdings Inc.	NC	27864		N/A
Wells Fargo & Company	CA	90036		N/A
BB&T Financial	FL	33776		N/A
M&T Bank Corporation	MD	21215		N/A
Wells Fargo & Company	TN	37912		N/A
Citibank	NY	11559		N/A
Fifth Third Financial Corporation	MI	48198		N/A
USAA Savings	GA	31313	Servicemember	N/A
Citibank	CA	91020	Servicemember	N/A
U.S. Bancorp	WA	98006		N/A
Bank of America	WA	98146		N/A
TD Bank US Holding Company	PA	19154		N/A
JPMorgan Chase & Co.	FL	34639		N/A
JPMorgan Chase & Co.	FL	33758		N/A
Discover	MA	02130		N/A
Trustmark Corporation	MS	39325		N/A
Regions Financial Corporation	SC	29684		N/A
BB&T Financial	PA	17110		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	08/13/2014	Closed with explanation	Yes	Yes
Web	07/25/2014	Closed with explanation	Yes	No
Web	08/14/2014	Closed with explanation	Yes	No
Phone	08/22/2014	Closed with explanation	Yes	No
Web	07/30/2014	Closed	Yes	Yes
Referral	08/22/2014	Closed with explanation	Yes	No
Web	08/13/2014	Closed with explanation	Yes	Yes
Web	08/14/2014	Closed with explanation	Yes	Yes
Postal mail	08/04/2014	Closed with monetary relief	Yes	No
Web	07/31/2014	Closed with monetary relief	Yes	Yes
Web	08/19/2014	Closed with monetary relief	Yes	No
Web	08/25/2014	Closed with explanation	Yes	No
Web	07/26/2014	Closed with explanation	Yes	Yes
Web	08/09/2014	Closed with monetary relief	Yes	No
Web	07/26/2014	Closed with explanation	Yes	No
Web	08/06/2014	Closed with monetary relief	Yes	No
Web	07/26/2014	Closed with explanation	Yes	No
Web	08/20/2014	Closed with explanation	Yes	No
Web	07/26/2014	Closed with explanation	Yes	No
Web	08/04/2014	Closed with non-monetary relief	Yes	No
Web	08/10/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

975008

955006

984637

991537

955681

991565

976974

984720

963766

963742

991653

970542

955574

976966

955670

970935

955685

992534

955628

961995

977003

Bank Account or Service Complaints

Based on Consumer Complaints

08/20/2014	Bank account or service	Checking account
08/10/2014	Bank account or service	Checking account
07/31/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Other bank product/service
07/31/2014	Bank account or service	Other bank product/service
08/20/2014	Bank account or service	Savings account
08/28/2014	Bank account or service	Checking account
07/31/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Checking account
07/31/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Cashing a check without an account
08/11/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Checking account
08/14/2014	Bank account or service	Checking account
08/28/2014	Bank account or service	Checking account
08/23/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Using a debit or ATM card

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NY	11001		N/A
EverBank	CA	94303		N/A
Wells Fargo & Company	CO	80202		N/A
Bank of America	NY	10021		N/A
M&T Bank Corporation	NY	14225		N/A
Navy FCU	CA	91910	Servicemember	N/A
Bank of America	FL	33015		N/A
People's United Bank	NY	10573		N/A
Goldman Sachs Bank USA	WI	53590		N/A
U.S. Bancorp	AZ	85205		N/A
Wells Fargo & Company	NY	11563		N/A
Regions Financial Corporation	IN	47715		N/A
Citibank	NJ	07306		N/A
Navy FCU	TX	78228		N/A
Citibank	CA	90302		N/A
Commerce Bank	MO	64130		N/A
Wells Fargo & Company	CA	92328		N/A
Santander Bank US	NY	12413		N/A
PNC Bank N.A.	FL	32348		N/A
U.S. Bancorp	NE	68124		N/A
TD Bank US Holding Company	FL	34950		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	08/20/2014	Closed with monetary relief	Yes	No
Web	08/10/2014	Closed with explanation	Yes	No
Web	07/31/2014	Closed with explanation	Yes	Yes
Referral	08/19/2014	Closed with monetary relief	Yes	No
Referral	08/19/2014	Closed with explanation	Yes	No
Phone	08/19/2014	Closed with explanation	Yes	No
Referral	08/19/2014	Closed with explanation	Yes	No
Fax	08/04/2014	Closed with explanation	Yes	Yes
Web	08/20/2014	Closed with explanation	Yes	No
Phone	09/03/2014	Closed with explanation	Yes	Yes
Web	07/31/2014	Closed with explanation	Yes	No
Referral	08/19/2014	Closed with explanation	Yes	No
Postal mail	08/13/2014	Closed with explanation	Yes	Yes
Phone	08/04/2014	Closed with explanation	Yes	No
Referral	08/13/2014	Closed with explanation	Yes	No
Referral	08/13/2014	Closed with explanation	Yes	Yes
Referral	08/13/2014	Closed with explanation	Yes	No
Phone	08/19/2014	Closed with explanation	Yes	No
Referral	09/03/2014	Closed with explanation	Yes	Yes
Web	08/23/2014	Closed with monetary relief	Yes	No
Referral	08/13/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

992570

977100

962686

985174

985300

985066

985316

962747

992720

1006037

962133

985148

977567

962859

979706

977575

978878

985196

1006152

998316

977586

Bank Account or Service Complaints

Based on Consumer Complaints

08/14/2014	Bank account or service	(CD) Certificate of deposit
08/23/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Other bank product/service
08/14/2014	Bank account or service	Other bank product/service
08/28/2014	Bank account or service	Checking account
08/28/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Checking account
08/28/2014	Bank account or service	Savings account
08/14/2014	Bank account or service	Other bank product/service
08/11/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	(CD) Certificate of deposit
08/14/2014	Bank account or service	Other bank product/service
08/23/2014	Bank account or service	Other bank product/service
08/11/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Checking account
08/23/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Using a debit or ATM card

Making/receiving payments, sending money

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	TX	77318		N/A
USAA Savings	WI	53095		N/A
Wells Fargo & Company	PA	17363		N/A
JPMorgan Chase & Co.	FL	33141		N/A
Frost Bank	TX	77450		N/A
U.S. Bancorp	TN	38506		N/A
PNC Bank N.A.	NJ	07104		N/A
The PrivateBank and Trust Company	NJ	07010		N/A
Bank of America	CA	92101		N/A
Fifth Third Financial Corporation	FL	32836		N/A
Wells Fargo & Company	CA	93581		N/A
PNC Bank N.A.	IL	60546		N/A
BBVA Compass	CA	94086	Older American	N/A
Wells Fargo & Company	VA	23324	Servicemember	N/A
JPMorgan Chase & Co.	TX	75043	Older American	N/A
U.S. Bancorp	CA	92069		N/A
SunTrust Banks, Inc.	GA	30039		N/A
Bank of America	CA	94578	Older American	N/A
JPMorgan Chase & Co.	NY	10451		N/A
TD Bank US Holding Company	NJ	08052		N/A
JPMorgan Chase & Co.	NY	10025		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	08/19/2014	Closed with explanation	Yes	No
Web	08/23/2014	Closed with non-monetary relief	Yes	No
Web	08/20/2014	Closed with non-monetary relief	Yes	No
Postal mail	08/19/2014	Closed with explanation	Yes	No
Referral	09/03/2014	Closed with explanation	Yes	No
Referral	09/03/2014	Closed with explanation	Yes	No
Fax	08/25/2014	Closed with explanation	Yes	Yes
Referral	09/03/2014	Closed with explanation	Yes	
Web	08/14/2014	Closed with explanation	Yes	Yes
Referral	08/13/2014	Closed with monetary relief	Yes	No
Referral	08/13/2014	Closed with explanation	Yes	No
Referral	08/13/2014	Closed with explanation	Yes	No
Referral	08/18/2014	Closed with monetary relief	Yes	No
Referral	08/19/2014	Closed with explanation	Yes	No
Web	08/23/2014	Closed with explanation	Yes	Yes
Referral	08/13/2014	Closed with explanation	Yes	No
Referral	08/25/2014	Closed with monetary relief	Yes	No
Phone	08/13/2014	Closed with explanation	Yes	Yes
Referral	08/13/2014	Closed with explanation	Yes	No
Web	08/27/2014	Closed with monetary relief	Yes	No
Web	08/20/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

985231

998356

992926

983783

1005201

1005202

992253

1005215

983626

977592

978816

977594

977597

985370

998452

977608

993592

977307

977627

998201

992244

Bank Account or Service Complaints

Based on Consumer Complaints

08/28/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Checking account
08/24/2014	Bank account or service	Other bank product/service
08/24/2014	Bank account or service	Checking account
08/24/2014	Bank account or service	Checking account
08/28/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Checking account
08/25/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	(CD) Certificate of deposit
08/25/2014	Bank account or service	Other bank product/service
08/29/2014	Bank account or service	Checking account
08/29/2014	Bank account or service	Checking account
08/29/2014	Bank account or service	Checking account
08/29/2014	Bank account or service	Checking account
08/29/2014	Bank account or service	Checking account
08/25/2014	Bank account or service	Other bank product/service
08/29/2014	Bank account or service	Savings account
09/05/2014	Bank account or service	(CD) Certificate of deposit
08/20/2014	Bank account or service	Checking account
08/25/2014	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	CA	94086		N/A
Bank of America	NY	10458		N/A
HSBC North America Holdings Inc.	NY	11201		N/A
Valley National Bank	NY	10021		N/A
TD Bank US Holding Company	NJ	08889		N/A
Citibank	NY	10038		N/A
JPMorgan Chase & Co.	NY	11356		N/A
The Huntington National Bank	MI	49509		N/A
Fifth Third Financial Corporation	FL	32792	Older American	N/A
Regions Financial Corporation	FL	32226		N/A
First Data Corporation	LA	70726		N/A
USAA Savings	PA	15216		N/A
Comerica	GA	30213		N/A
Bank of America	WA	98198		N/A
Santander Bank US	RI	02895		N/A
Bank of America	FL	33071		N/A
TD Bank US Holding Company	PA	17325		N/A
Citibank	CA	90275		N/A
Bank of America	MD	21221	Servicemember	N/A
JPMorgan Chase & Co.	IL	60047		N/A
Discover	NY	11219	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	08/28/2014	Closed	Yes	No
Referral	08/25/2014	Closed with non-monetary relief	Yes	No
Web	08/20/2014	Closed with explanation	Yes	Yes
Web	08/24/2014	Closed with explanation	Yes	Yes
Web	08/24/2014	Closed with monetary relief	Yes	No
Web	08/28/2014	Closed with monetary relief	Yes	No
Web	09/04/2014	Closed with explanation	Yes	Yes
Referral	08/13/2014	Closed with explanation	Yes	No
Web	08/25/2014	Closed with explanation	Yes	No
Web	08/11/2014	Closed with monetary relief	Yes	No
Phone	08/28/2014	Closed with explanation	Yes	No
Referral	09/03/2014	Closed with monetary relief	Yes	No
Fax	09/04/2014	Closed with explanation	Yes	No
Phone	09/04/2014	Closed with non-monetary relief	Yes	No
Referral	09/04/2014	Closed with explanation	Yes	No
Web	08/29/2014	Closed with explanation	Yes	Yes
Fax	08/28/2014	Closed with monetary relief	Yes	No
Web	08/29/2014	Closed with explanation	Yes	No
Postal mail	09/09/2014	Closed with explanation	Yes	No
Referral	08/25/2014	Closed with monetary relief	Yes	Yes
Phone	08/28/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1006523

993629

993225

998697

998994

999034

1005104

978046

999106

978069

999254

1007826

1007352

1008267

1008271

1008299

999904

1007518

1016907

993841

1000064

Bank Account or Service Complaints

Based on Consumer Complaints

08/29/2014	Bank account or service	Checking account
08/25/2014	Bank account or service	Checking account
08/06/2014	Bank account or service	(CD) Certificate of deposit
08/06/2014	Bank account or service	Checking account
08/22/2014	Bank account or service	Checking account
08/06/2014	Bank account or service	Checking account
08/06/2014	Bank account or service	Checking account
08/06/2014	Bank account or service	Checking account
08/06/2014	Bank account or service	Checking account
08/22/2014	Bank account or service	Other bank product/service
08/06/2014	Bank account or service	Checking account
08/26/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Other bank product/service
08/06/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Checking account
08/29/2014	Bank account or service	Checking account
08/15/2014	Bank account or service	Checking account
08/26/2014	Bank account or service	Other bank product/service
08/06/2014	Bank account or service	Checking account
08/29/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

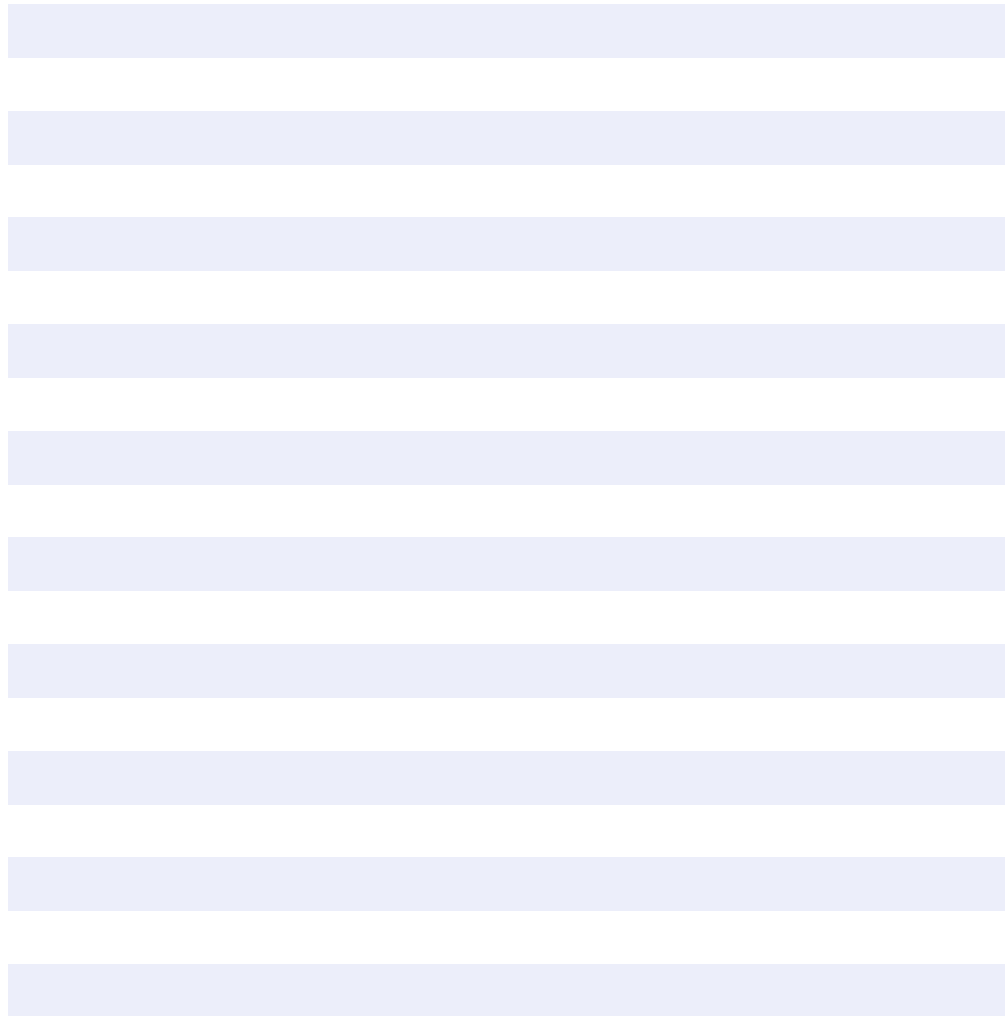
Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	MS	39170	Servicemember	N/A
Bank of America	CA	93422		N/A
Discover	MI	49301	Older American	N/A
Bank of America	PA	19120	Older American	N/A
Navy FCU	KY	40509		N/A
Fidelity National Information Services, Inc. (FNIS)	OH	44109		N/A
TCF National Bank	IL	60607		N/A
State Street Bank	MI	48211		N/A
JPMorgan Chase & Co.	FL	33172		N/A
PayPal Holdings, Inc.	IL	60504		N/A
SunTrust Banks, Inc.	FL	33134		N/A
Bank of America	MD	20852		N/A
M&T Bank Corporation	MD	21075		N/A
SunTrust Banks, Inc.	CA	91351		N/A
TCF National Bank	IL	60473		N/A
Regions Financial Corporation	GA	30045		N/A
Santander Bank US	CT	06062	Older American	N/A
Regions Financial Corporation	FL	32448		N/A
Residential Credit Solutions	MI	48734		N/A
U.S. Bancorp	AZ	85201		N/A
Bank of America	NJ	07201		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	09/04/2014	Closed with non-monetary relief	Yes	No
Postal mail	08/28/2014	Closed with explanation	Yes	Yes
Referral	08/07/2014	Closed with explanation	Yes	Yes
Phone	08/07/2014	Closed with monetary relief	Yes	No
Referral	08/26/2014	Closed with explanation	Yes	No
Web	08/06/2014	Closed with explanation	Yes	No
Postal mail	08/08/2014	Closed with explanation	Yes	Yes
Phone	08/08/2014	Closed with explanation	Yes	Yes
Phone	08/08/2014	Closed with explanation	Yes	No
Referral	08/26/2014	Closed with non-monetary relief	Yes	No
Phone	08/08/2014	Closed with explanation	Yes	Yes
Web	08/26/2014	Closed with explanation	Yes	No
Web	09/04/2014	Closed with explanation	Yes	No
Phone	08/08/2014	Closed	Yes	Yes
Web	08/20/2014	Closed with explanation	Yes	No
Referral	08/25/2014	Closed with explanation	Yes	No
Phone	09/04/2014	Closed	Yes	No
Referral	08/19/2014	Closed with explanation	Yes	No
Web	08/29/2014	Closed with explanation	Yes	No
Phone	08/08/2014	Closed with explanation	Yes	Yes
Phone	09/04/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1006954

998715

970615

971106

997260

971295

970587

971467

971520

997961

971745

1001267

993356

972998

993420

992251

1007265

986397

1001489

972043

1007048

Bank Account or Service Complaints

Based on Consumer Complaints

08/26/2014	Bank account or service	Checking account
08/06/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Checking account
08/06/2014	Bank account or service	Checking account
08/29/2014	Bank account or service	Savings account
08/11/2014	Bank account or service	Checking account
08/06/2014	Bank account or service	Checking account
08/29/2014	Bank account or service	Other bank product/service
08/26/2014	Bank account or service	Savings account
08/30/2014	Bank account or service	Checking account
08/26/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/11/2014	Bank account or service	Checking account
08/20/2014	Bank account or service	Savings account
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Citibank	FL	33572		N/A
Wells Fargo & Company	PA	19422		N/A
U.S. Bancorp	WA	98374	Older American	N/A
TD Bank US Holding Company	GA	31768		N/A
Banco Popular de Puerto Rico	PR	00739		N/A
Prosperity Bancshares, Inc	TX	77011		N/A
M&T Bank Corporation	PA	18360		N/A
Capital One	TX	77450		N/A
Synchrony Financial	ID	83709	Older American	N/A
Bank of America	NY	10606		N/A
Signature Bank (NY)	NY	10804		N/A
Bank of America	OH	44139		N/A
Wells Fargo & Company	NC	28501		N/A
Wells Fargo & Company	CA	91360		N/A
Citibank	CA	95213		N/A
Wells Fargo & Company	FL	33132		N/A
The Huntington National Bank	MI	48076		N/A
TCF National Bank	CO	80011		N/A
Bank of America	TX	77084		N/A
Fifth Third Financial Corporation	FL	32701		N/A
Bank of America	TX	79070		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	08/29/2014	Closed with monetary relief	Yes	No
Referral	08/08/2014	Closed with monetary relief	Yes	No
Web	08/11/2014	Closed with explanation	Yes	No
Referral	08/08/2014	Closed with explanation	Yes	No
Postal mail	10/09/2014	Closed with monetary relief	Yes	No
Web	08/11/2014	Closed	No	Yes
Referral	08/08/2014	Closed with explanation	No	No
Web	09/04/2014	Closed with explanation	Yes	No
Web	08/29/2014	Closed with monetary relief	Yes	No
Web	08/30/2014	Closed with monetary relief	Yes	No
Referral	08/29/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No
Web	08/11/2014	Closed with explanation	Yes	No
Referral	08/25/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with monetary relief	Yes	No
Referral	08/11/2014	Closed with monetary relief	Yes	No
Referral	08/11/2014	Closed with monetary relief	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with monetary relief	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1001573

972181

978934

972196

1007333

977424

972241

1007252

1001813

1008657

1000805

974444

973139

978438

993848

973310

973314

973360

973481

973716

973737

Bank Account or Service Complaints

Based on Consumer Complaints

08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/26/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	(CD) Certificate of deposit
08/07/2014	Bank account or service	Other bank product/service
08/07/2014	Bank account or service	Other bank product/service
08/07/2014	Bank account or service	Savings account
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/31/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Savings account
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/07/2014	Bank account or service	Checking account
08/26/2014	Bank account or service	Other bank product/service
09/05/2014	Bank account or service	(CD) Certificate of deposit
09/01/2014	Bank account or service	Other bank product/service
09/05/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

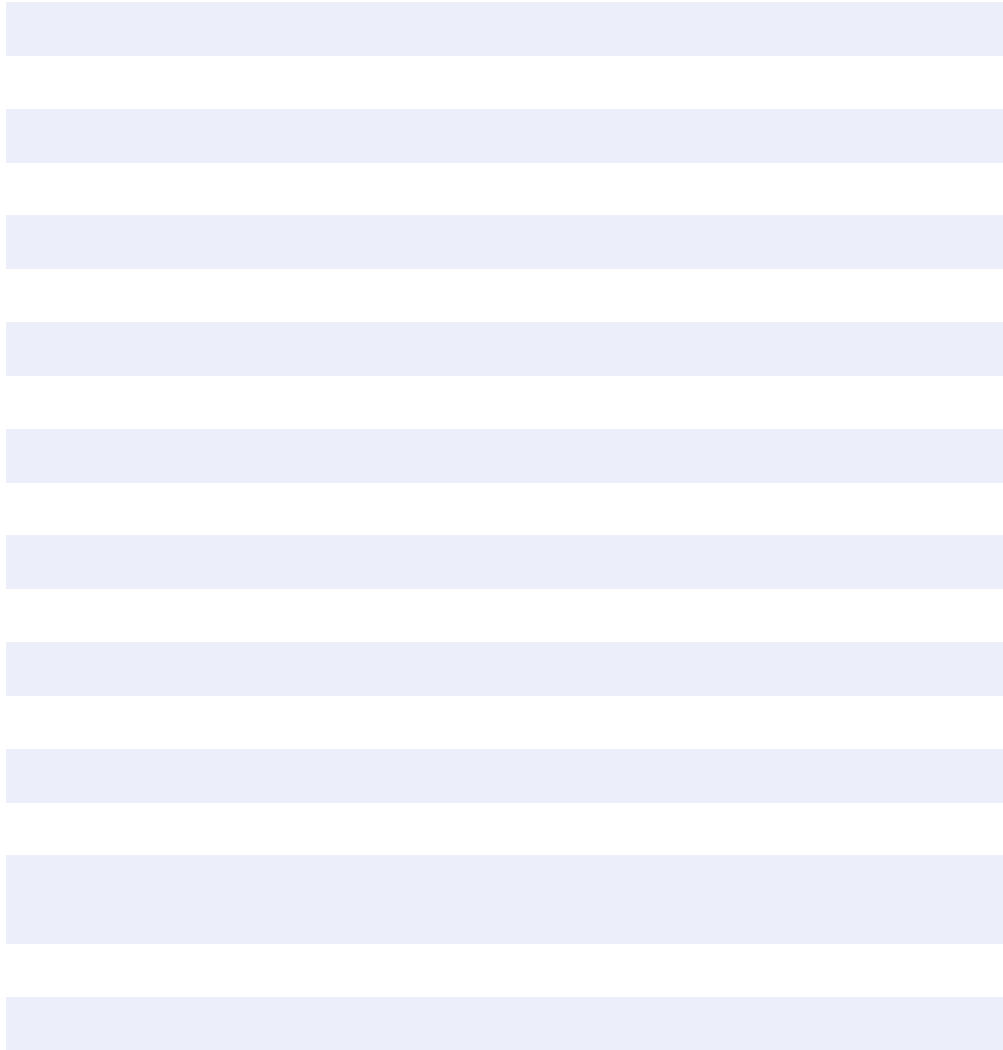
Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

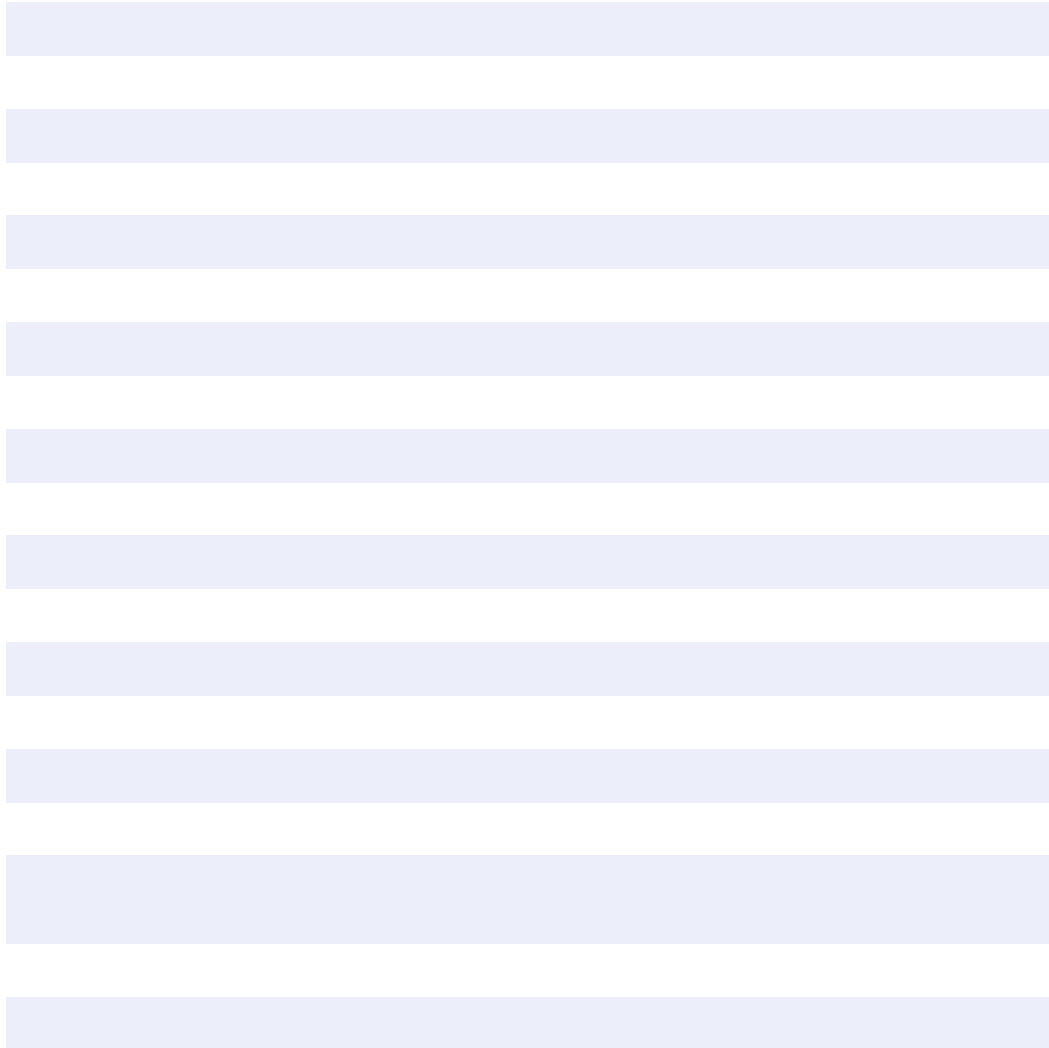
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	MD	20657		N/A
U.S. Bancorp	MN	55434		N/A
HSBC North America Holdings Inc.				N/A
SunTrust Banks, Inc.	GA	30088		N/A
Wells Fargo & Company	NC	27521		N/A
Citibank	CA	91950		N/A
PayPal Holdings, Inc.	MO	64130		N/A
The Northern Trust Company	FL	34228	Older American	N/A
SunTrust Banks, Inc.	TN	37771		N/A
JPMorgan Chase & Co.	IL	60618		N/A
U.S. Bancorp	WA	98007		N/A
Wells Fargo & Company	NH	03109		N/A
Wells Fargo & Company	MD	71850		N/A
USAA Savings	VA	23666		N/A
TD Bank US Holding Company	MD	20866		N/A
Bank of America	FL	33414		N/A
Bank of America	NY	11249		N/A
Wells Fargo & Company	FL	33682	Older American, Servicemember	N/A
JPMorgan Chase & Co.	RI	02906		N/A
JPMorgan Chase & Co.	TX	77584		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	08/11/2014	Closed with explanation	No	No
Referral	08/11/2014	Closed with explanation	Yes	Yes
Referral	08/11/2014	Closed with monetary relief	Yes	No
Referral	08/11/2014	Closed with monetary relief	Yes	Yes
Fax	08/29/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with monetary relief	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with explanation	Yes	No
Web	08/07/2014	Closed with monetary relief	Yes	No
Web	09/04/2014	Closed with monetary relief	Yes	No
Web	08/07/2014	Closed with explanation	Yes	Yes
Referral	08/11/2014	Closed with explanation	Yes	No
Referral	08/11/2014	Closed with monetary relief	Yes	No
Web	08/07/2014	Closed with explanation	Yes	No
Web	08/26/2014	Closed with monetary relief	Yes	No
Referral	09/09/2014	Closed with explanation	Yes	No
Web	09/01/2014	Closed with explanation	Yes	Yes
Web	09/05/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

972929

973860

974149

972928

1001955

975267

975258

974214

974235

974109

973057

1008968

973106

974057

974476

973146

1000835

1016042

1009166

1015831

Bank Account or Service Complaints

Based on Consumer Complaints

09/05/2014	Bank account or service	Checking account
09/05/2014	Bank account or service	Checking account
09/02/2014	Bank account or service	Checking account
09/02/2014	Bank account or service	Savings account
08/26/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
09/10/2014	Bank account or service	Savings account
08/12/2014	Bank account or service	Checking account
09/02/2014	Bank account or service	Checking account
08/21/2014	Bank account or service	Checking account
08/21/2014	Bank account or service	Savings account
08/12/2014	Bank account or service	Checking account
08/26/2014	Bank account or service	Other bank product/service
08/21/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
08/16/2014	Bank account or service	Checking account
09/10/2014	Bank account or service	Checking account
08/16/2014	Bank account or service	Checking account
08/26/2014	Bank account or service	Checking account
09/05/2014	Bank account or service	Checking account
09/05/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Making/receiving payments, sending money

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	33920	Older American	N/A
TCF National Bank	MI	48202		N/A
JPMorgan Chase & Co.	IN	46077		N/A
JPMorgan Chase & Co.				N/A
Associated Bank	WI	53209		N/A
Bank of the West	CA	90717		N/A
Bank of America	MN	55109		N/A
U.S. Bancorp	CA	92843		N/A
USAA Savings	DC	20024	Servicemember	N/A
M&T Bank Corporation	MD	21215		N/A
Bank of America	FL	32277	Older American	N/A
Wells Fargo & Company	NC	27410		N/A
Wells Fargo & Company	NY	10520		N/A
Bank of America	FL	33139		N/A
TD Bank US Holding Company	FL	32814		N/A
Citizens Financial Group, Inc.	MA	02472		N/A
Regions Financial Corporation	CA	90038		N/A
JPMorgan Chase & Co.	RI	02860		N/A
U.S. Bancorp	MI	48092	Older American	N/A
Bank of America	IL	60612		N/A
Wells Fargo & Company	DE	19720		N/A
SunTrust Banks, Inc.	FL	33351	Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	09/09/2014	Closed with explanation	Yes	No
Web	09/05/2014	Closed with explanation	Yes	No
Web	09/02/2014	Closed with explanation	Yes	No
Web	09/05/2014	Closed with explanation	Yes	No
Phone	08/29/2014	Closed with explanation	Yes	No
Web	08/12/2014	Closed with explanation	Yes	Yes
Referral	09/15/2014	Closed with explanation	Yes	No
Web	08/12/2014	Closed with explanation	Yes	No
Phone	09/05/2014	Closed with explanation	Yes	No
Web	08/21/2014	Closed	Yes	No
Phone	08/26/2014	Closed with explanation	Yes	No
Web	08/12/2014	Closed with monetary relief	Yes	Yes
Postal mail	08/29/2014	Closed with explanation	Yes	No
Referral	08/26/2014	Closed with explanation	Yes	No
Web	08/12/2014	Closed with explanation	Yes	No
Web	08/12/2014	Closed with monetary relief	Yes	No
Web	08/16/2014	Closed with monetary relief	Yes	No
Web	09/16/2014	Closed with explanation	Yes	No
Web	08/16/2014	Closed with explanation	Yes	No
Referral	09/02/2014	Closed with explanation	Yes	No
Referral	09/10/2014	Closed with explanation	Yes	Yes
Web	09/05/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1015832

1015835

1010690

1009376

1002340

979592

1023222

979602

1009469

995101

995102

979679

1000826

994229

979682

979697

987569

1023227

987592

1003325

1016870

1016391

Bank Account or Service Complaints

Based on Consumer Complaints

08/26/2014	Bank account or service	Checking account
08/26/2014	Bank account or service	Checking account
08/26/2014	Bank account or service	Checking account
08/26/2014	Bank account or service	Checking account
08/21/2014	Bank account or service	Other bank product/service
08/27/2014	Bank account or service	Checking account
09/05/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Checking account
08/16/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Checking account
09/02/2014	Bank account or service	Checking account
09/02/2014	Bank account or service	Checking account
08/21/2014	Bank account or service	Checking account
08/17/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Checking account
09/02/2014	Bank account or service	Other bank product/service
09/05/2014	Bank account or service	Checking account
08/27/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Using a debit or ATM card

Using a debit or ATM card

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Making/receiving payments, sending money

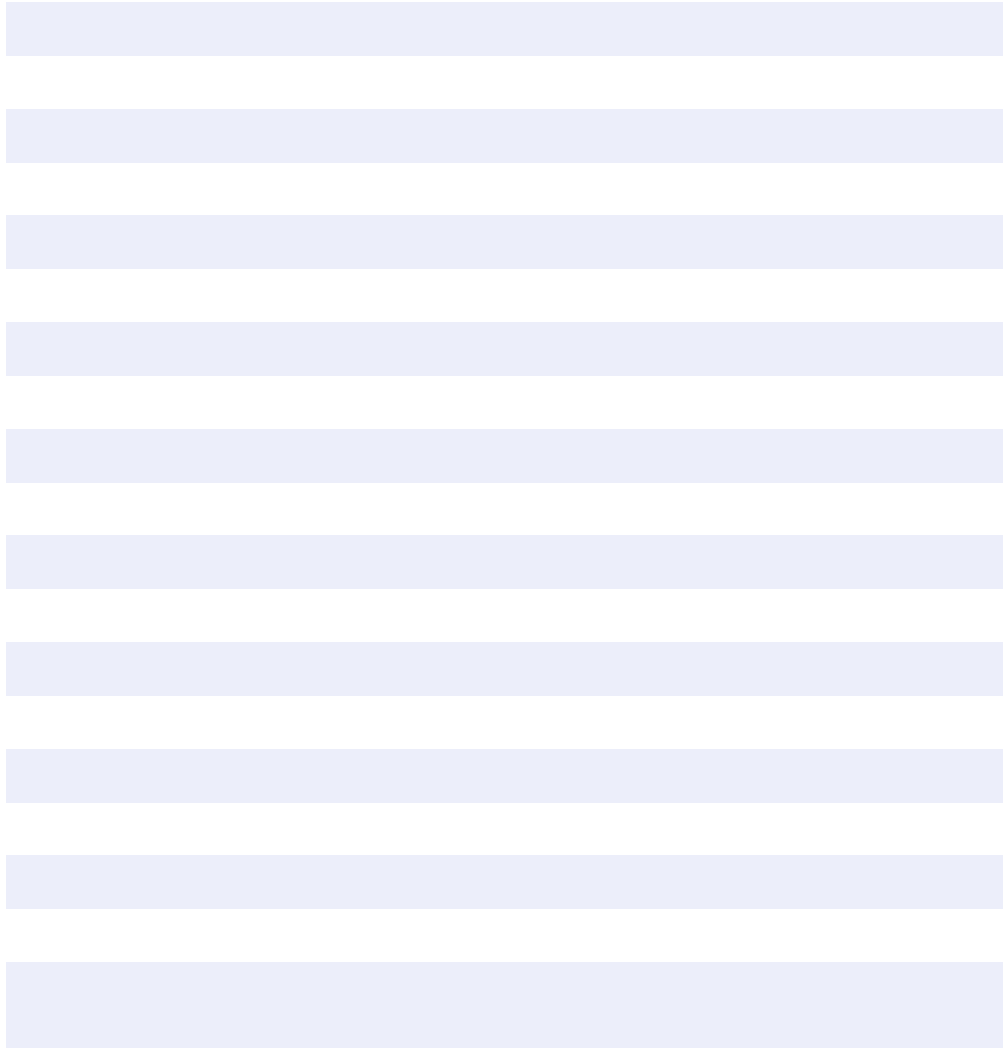
Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

First National Bank of Omaha	TX	75034		N/A
Regions Financial Corporation	AL	36604		N/A
BB&T Financial	VA	20194		N/A
Bank of America	VA	20121	Older American	N/A
Wells Fargo & Company	CA	91615		N/A
Wells Fargo & Company	FL	33070		N/A
Bank of America	GA	30068		N/A
JPMorgan Chase & Co.	CA	91709		N/A
Bank of America	NJ	07508		N/A
Wells Fargo & Company	CA	92869		N/A
The Huntington National Bank	IN	46227		N/A
TD Bank US Holding Company	MA	01832		N/A
JPMorgan Chase & Co.	FL	33141		N/A
JPMorgan Chase & Co.	NY	10025		N/A
Associated Bank	WI	53597		N/A
Bank of America	MA	01464		N/A
Citizens Financial Group, Inc.	MA	02151	Older American	N/A
Bank of America	TX	75024		N/A
Wells Fargo & Company	CA	92615		N/A
Wells Fargo & Company	MD	21216	Older American, Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	09/17/2014	Closed with explanation	Yes	No
Referral	09/02/2014	Closed with explanation	Yes	Yes
Referral	09/02/2014	Closed with explanation	Yes	No
Web	08/27/2014	Closed with monetary relief	Yes	Yes
Phone	08/26/2014	Closed with explanation	Yes	No
Referral	09/02/2014	Closed with monetary relief	Yes	No
Web	09/05/2014	Closed with explanation	Yes	Yes
Web	09/11/2014	Closed with explanation	Yes	No
Web	08/16/2014	Closed with explanation	Yes	No
Web	09/16/2014	Closed with explanation	Yes	No
Referral	09/05/2014	Closed with monetary relief	Yes	No
Referral	09/05/2014	Closed with explanation	Yes	No
Phone	08/28/2014	Closed with explanation	Yes	Yes
Web	08/17/2014	Closed with explanation	Yes	No
Phone	09/18/2014	Closed with explanation	Yes	No
Referral	09/05/2014	Closed with non-monetary relief	Yes	No
Web	09/05/2014	Closed with explanation	Yes	No
Web	09/02/2014	Closed with explanation	Yes	No
Referral	09/16/2014	Closed with explanation	Yes	No
Fax	09/03/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1000890

1000891

1000893

1003331

995406

1003650

1016497

1024011

987728

1024021

1010723

1009808

994324

987805

1024075

1011106

1016636

1003491

1025511

979421

Bank Account or Service Complaints

Based on Consumer Complaints

09/05/2014	Bank account or service	Checking account
08/21/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	Checking account
09/05/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	(CD) Certificate of deposit
09/02/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
09/06/2014	Bank account or service	Checking account
09/06/2014	Bank account or service	Checking account
09/02/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Other bank product/service
09/06/2014	Bank account or service	Other bank product/service
09/11/2014	Bank account or service	Checking account
09/06/2014	Bank account or service	Checking account
09/07/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Checking account
09/07/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Using a debit or ATM card

Account opening, closing, or management

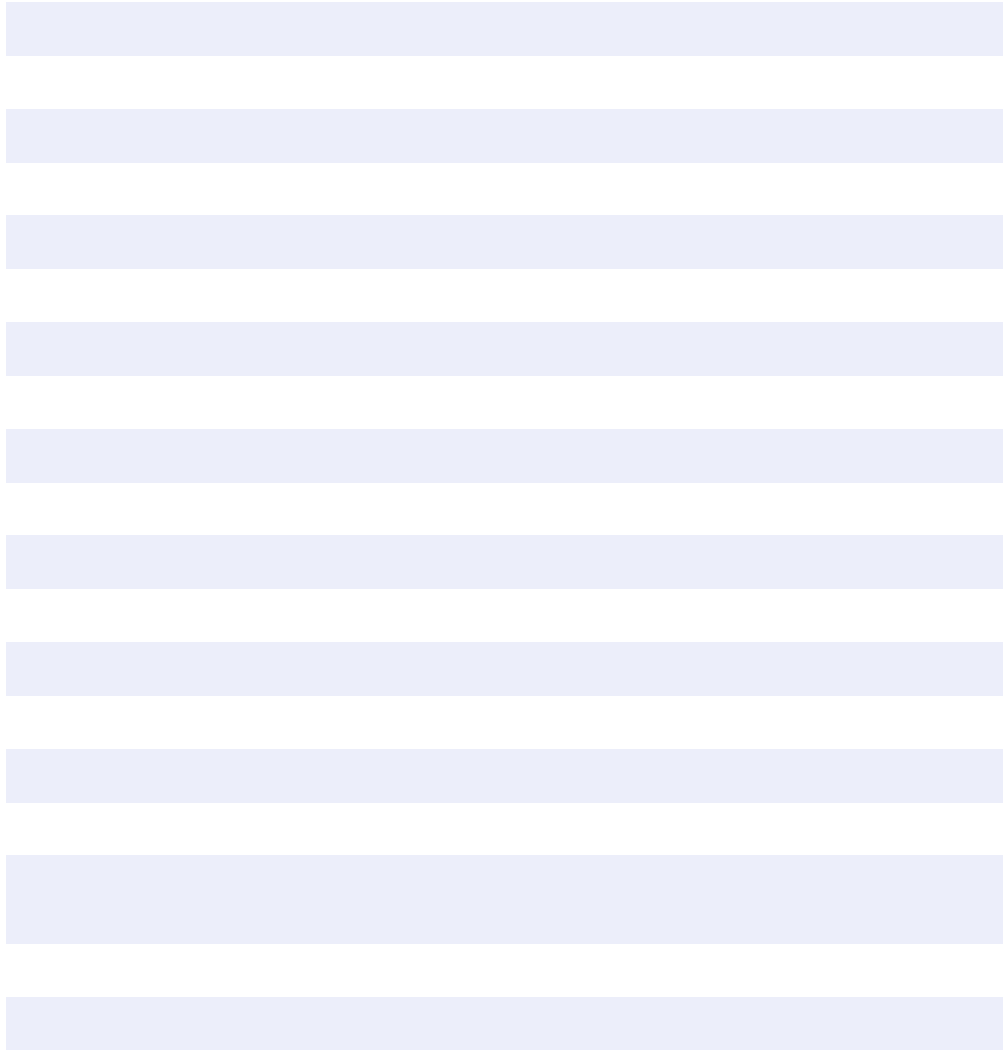
Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	CA	92101		N/A
PNC Bank N.A.	VA	22556		N/A
U.S. Bancorp	NE	68111		N/A
Bank of America	GA	31047	Servicemember	N/A
Wells Fargo & Company	NC	28205		N/A
JPMorgan Chase & Co.	CA	95110		N/A
Regions Financial Corporation	TN	37110		N/A
Bank of America	GA	30305		N/A
Citibank	VA	22041		N/A
Banco Popular de Puerto Rico	VI	00801		N/A
SunTrust Banks, Inc.	FL	32127		N/A
TCF National Bank	CO	80920		N/A
JPMorgan Chase & Co.	FL	34119		N/A
Bank of America	MA	02760	Older American	N/A
BMO Harris	AZ	85331	Older American	N/A
JPMorgan Chase & Co.	CA	91606		N/A
JPMorgan Chase & Co.	NJ	07604		N/A
PNC Bank N.A.	IL	60613		N/A
JPMorgan Chase & Co.	FL	33316	Older American, Servicemember	N/A
Citizens Financial Group, Inc.	VT	05602		N/A
Synchrony Financial	DC	20024		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	09/10/2014	Closed with explanation	Yes	No
Web	08/21/2014	Closed	Yes	Yes
Referral	08/20/2014	Closed with explanation	Yes	No
Referral	08/20/2014	Closed with monetary relief	Yes	No
Referral	08/20/2014	Closed with non-monetary relief	Yes	No
Referral	08/20/2014	Closed with monetary relief	Yes	No
Referral	09/10/2014	Closed with explanation	Yes	No
Web	08/20/2014	Closed with non-monetary relief	Yes	No
Web	09/02/2014	Closed with monetary relief	Yes	No
Referral	08/14/2014	Closed with explanation	Yes	No
Referral	08/14/2014	Closed with explanation	Yes	No
Web	09/06/2014	Closed with monetary relief	Yes	No
Web	09/06/2014	Closed with explanation	Yes	Yes
Referral	09/05/2014	Closed with monetary relief	Yes	No
Web	08/12/2014	Closed with explanation	Yes	No
Web	09/06/2014	Closed with explanation	Yes	No
Referral	09/16/2014	Closed with explanation	Yes	Yes
Web	09/06/2014	Closed with explanation	Yes	Yes
Web	09/07/2014	Closed with explanation	Yes	Yes
Web	09/17/2014	Closed with monetary relief	Yes	No
Web	09/10/2014	Closed with non-monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1016726

995607

988379

988352

988571

988604

1016899

988287

1009968

980636

980277

1017347

1017554

1010050

980325

1017508

1024545

1017593

1017675

1025465

1017737

Bank Account or Service Complaints

Based on Consumer Complaints

08/12/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Other bank product/service
09/08/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Checking account
09/11/2014	Bank account or service	Other bank product/service
08/21/2014	Bank account or service	Checking account
08/21/2014	Bank account or service	Other bank product/service
08/18/2014	Bank account or service	Checking account
08/22/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
08/22/2014	Bank account or service	Checking account
08/22/2014	Bank account or service	Other bank product/service
08/18/2014	Bank account or service	Checking account
09/02/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Problems caused by my funds being low

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	MA	02777		N/A
Capital One	MD	20850		N/A
Bank of America	CA	93534	Older American	N/A
TD Bank US Holding Company	NH	03802	Servicemember	N/A
Bank of America	CA	92625		N/A
Citizens Financial Group, Inc.	MI	48197		N/A
TD Bank US Holding Company	PA	19054		N/A
Regions Financial Corporation	TN	38474		N/A
Citizens Financial Group, Inc.	RI	02878		N/A
U.S. Bancorp	MO	63020	Servicemember	N/A
Fifth Third Financial Corporation	NC	28173	Older American	N/A
Wells Fargo & Company	CA	95842	Older American	N/A
JPMorgan Chase & Co.	GA	30344		N/A
PNC Bank N.A.	NJ	08540	Older American	N/A
Wells Fargo & Company	CA	92595		N/A
Capital One	PA	19073		N/A
Capital One	NJ	08232		N/A
Bank of America	CA	91401		N/A
TD Bank US Holding Company	GA	31211		N/A
Comerica	WA	98375	Older American	N/A
BB&T Financial	VA	23421		N/A
U.S. Bancorp	MN	55068	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	08/14/2014	Closed with explanation	Yes	No
Web	09/11/2014	Closed with non-monetary relief	Yes	No
Web	09/08/2014	Closed with monetary relief	Yes	No
Web	09/11/2014	Closed with explanation	Yes	Yes
Web	09/08/2014	Closed with explanation	Yes	No
Referral	08/14/2014	Closed with monetary relief	Yes	No
Referral	09/11/2014	Closed with explanation	Yes	No
Referral	09/11/2014	Closed with monetary relief	Yes	No
Web	09/11/2014	Closed with monetary relief	Yes	No
Postal mail	09/22/2014	Closed with explanation	Yes	Yes
Web	09/11/2014	Closed with explanation	Yes	Yes
Phone	10/20/2014	Closed with explanation	Yes	No
Web	09/11/2014	Closed with explanation	Yes	Yes
Web	08/21/2014	Closed with explanation	Yes	No
Phone	08/26/2014	Closed with explanation	Yes	No
Web	08/18/2014	Closed with explanation	Yes	No
Web	08/26/2014	Closed with explanation	Yes	No
Postal mail	08/14/2014	Closed with explanation	Yes	No
Web	08/27/2014	Closed with explanation	Yes	Yes
Web	08/22/2014	Closed with monetary relief	Yes	No
Phone	08/20/2014	Closed with explanation	Yes	No
Web	09/02/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

980562

1024763

1017922

1023844

1017950

980738

1019317

1018041

1025308

1019499

1025004

1025125

1023905

995770

996042

988475

997969

980711

996717

996726

988156

1010724

Bank Account or Service Complaints

Based on Consumer Complaints

08/22/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	Checking account
08/27/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	Checking account
09/02/2014	Bank account or service	(CD) Certificate of deposit
09/02/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	(CD) Certificate of deposit
08/12/2014	Bank account or service	Checking account
09/02/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
08/12/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	Checking account
08/13/2014	Bank account or service	Other bank product/service
08/13/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Making/receiving payments, sending money

Using a debit or ATM card

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

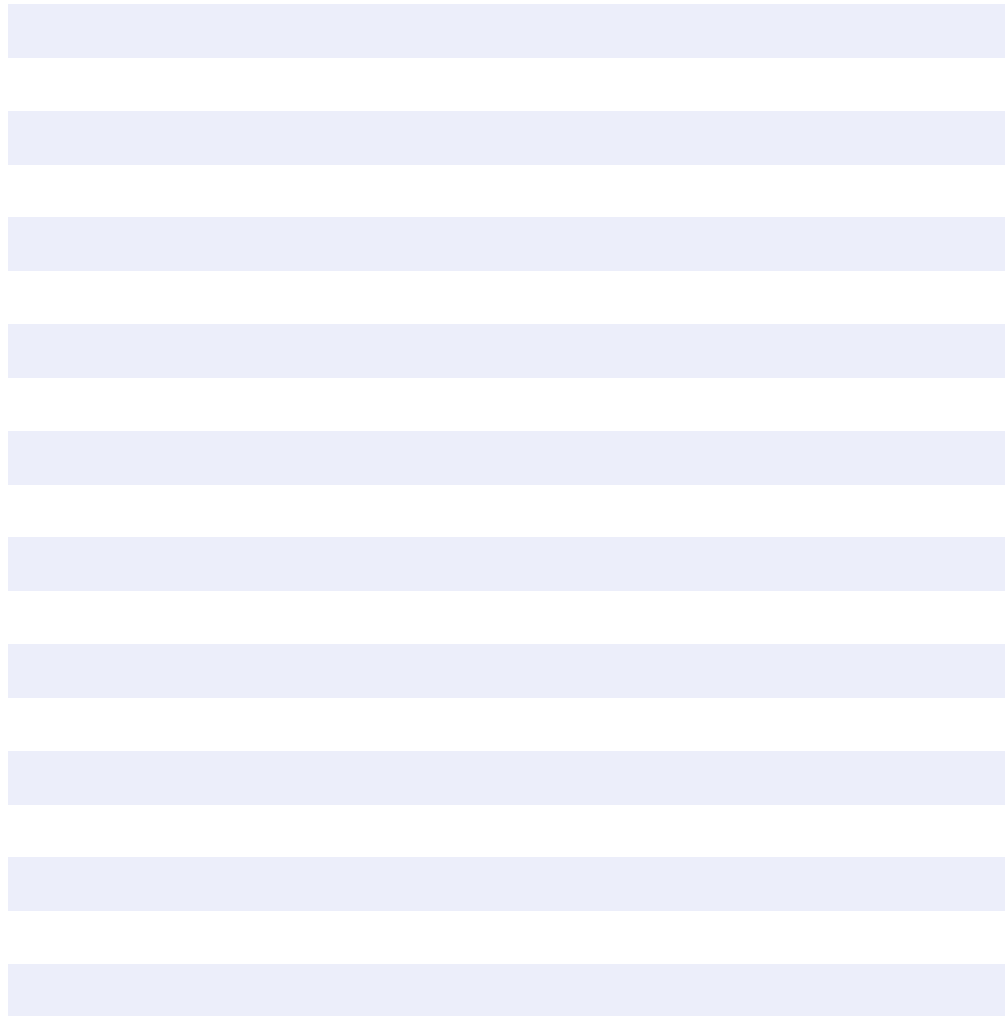
Making/receiving payments, sending money

Making/receiving payments, sending money

Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

BB&T Financial	VA	22630		N/A
TCF National Bank	IL	60515		N/A
JPMorgan Chase & Co.	FL	33168		N/A
U.S. Bancorp	WA	99169		N/A
BMO Harris	WI	53212		N/A
Capital One	LA	71405	Older American	N/A
USAA Savings	GA	31220		N/A
Wells Fargo & Company	FL	32714	Older American	N/A
Bank of America	AZ	85258		N/A
Wells Fargo & Company				N/A
Wells Fargo & Company	FL	32725		N/A
Capital One	TX	75078		N/A
Fifth Third Financial Corporation	IL	60139		N/A
Wells Fargo & Company	MN	56156		N/A
Wells Fargo & Company	CA	92405		N/A
SunTrust Banks, Inc.	GA	30725		N/A
Santander Bank US	PA	19606	Older American	N/A
Capital One	TN	37115		N/A
Bank of America	MI	48238		N/A
PayPal Holdings, Inc.	WA	98102		N/A
Wells Fargo & Company	GA	30188		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	08/26/2014	Closed with explanation	Yes	No
Web	08/20/2014	Closed with monetary relief	Yes	No
Fax	08/19/2014	Closed with explanation	Yes	Yes
Web	08/12/2014	Closed with explanation	Yes	Yes
Web	08/21/2014	Closed with explanation	Yes	No
Postal mail	09/02/2014	Closed with monetary relief	Yes	No
Referral	08/21/2014	Closed with explanation	Yes	No
Web	09/05/2014	Closed with explanation	Yes	No
Web	09/02/2014	Closed with monetary relief	Yes	No
Postal mail	08/15/2014	Closed with explanation	Yes	No
Phone	08/18/2014	Closed with monetary relief	Yes	No
Phone	09/05/2014	Closed with explanation	Yes	Yes
Web	09/08/2014	Closed with explanation	Yes	No
Phone	08/15/2014	Closed with explanation	Yes	No
Fax	09/29/2014	Closed with explanation	Yes	No
Web	09/08/2014	Closed with explanation	Yes	Yes
Phone	10/06/2014	Closed with explanation	Yes	No
Phone	08/15/2014	Closed with explanation	Yes	Yes
Web	08/18/2014	Closed with explanation	Yes	No
Web	08/15/2014	Closed with monetary relief	Yes	No
Web	08/13/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

997217

988636

979550

980759

988698

1003105

988730

1010330

1011153

979319

980892

1010439

1018237

980968

1018244

1019355

1018257

980993

988967

981832

981833

Bank Account or Service Complaints

Based on Consumer Complaints

08/13/2014	Bank account or service	Checking account
08/22/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Other bank product/service
09/03/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
08/13/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	Checking account
09/03/2014	Bank account or service	Checking account
09/03/2014	Bank account or service	Other bank product/service
09/03/2014	Bank account or service	Other bank product/service
09/03/2014	Bank account or service	Other bank product/service
08/18/2014	Bank account or service	Checking account
08/22/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
08/13/2014	Bank account or service	Checking account
08/27/2014	Bank account or service	Checking account
08/22/2014	Bank account or service	Other bank product/service
08/13/2014	Bank account or service	Savings account
08/13/2014	Bank account or service	Checking account
08/22/2014	Bank account or service	Checking account
09/12/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Citibank	IL	60827		N/A
Wells Fargo & Company	NY	11208		N/A
Bank of America	FL	34683		N/A
TCF National Bank	TX	75159	Older American	N/A
M&T Bank Corporation	NY	13207		N/A
BNY Mellon				N/A
Fifth Third Financial Corporation	IL	60204		N/A
JPMorgan Chase & Co.	NY	10462		N/A
JPMorgan Chase & Co.	NY	11219		N/A
Wells Fargo & Company	NJ	08640		N/A
Wells Fargo & Company	FL	33206		N/A
PNC Bank N.A.	MI	48323		N/A
Wells Fargo & Company	MD	21220		N/A
Wells Fargo & Company	CO	80206		N/A
TD Bank US Holding Company	NY	10931		N/A
Citibank	CA	94107		N/A
Capital One	NY	10027		N/A
Bank of America	NY	11377		N/A
M&T Bank Corporation	MD	21222		N/A
JPMorgan Chase & Co.	IL	60504		N/A
SunTrust Banks, Inc.	DC	20008		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	08/13/2014	Closed with explanation	Yes	Yes
Phone	08/27/2014	Closed with non-monetary relief	Yes	No
Web	09/08/2014	Closed with explanation	Yes	Yes
Postal mail	09/08/2014	Closed with explanation	Yes	No
Referral	09/11/2014	Closed with explanation	Yes	No
Referral	08/18/2014	Closed with explanation	Yes	No
Referral	08/21/2014	Closed with monetary relief	Yes	No
Referral	09/08/2014	Closed with explanation	Yes	No
Referral	09/08/2014	Closed with explanation	Yes	No
Referral	09/08/2014	Closed with explanation	Yes	No
Referral	09/08/2014	Closed with explanation	Yes	No
Web	08/18/2014	Closed with explanation	Yes	No
Phone	08/27/2014	Closed with explanation	Yes	No
Web	09/08/2014	Closed with monetary relief	Yes	Yes
Web	08/13/2014	Closed with monetary relief	Yes	No
Web	08/27/2014	Closed with monetary relief	Yes	No
Web	08/22/2014	Closed with explanation	Yes	Yes
Referral	08/15/2014	Closed with monetary relief	Yes	No
Referral	08/15/2014	Closed with explanation	Yes	No
Web	08/22/2014	Closed with explanation	Yes	No
Web	09/12/2014	Closed with monetary relief	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

981859

997272

1018458

1013084

1019013

982330

989618

1011709

1013142

1012021

1011791

989169

997481

1019530

982145

1004756

996330

983084

981747

997773

1025929

Bank Account or Service Complaints

Based on Consumer Complaints

09/08/2014	Bank account or service	Checking account
08/27/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
09/12/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
08/18/2014	Bank account or service	Other bank product/service
08/13/2014	Bank account or service	Checking account
08/22/2014	Bank account or service	Other bank product/service
08/27/2014	Bank account or service	Other bank product/service
08/22/2014	Bank account or service	Checking account
08/27/2014	Bank account or service	Checking account
08/13/2014	Bank account or service	Other bank product/service
08/19/2014	Bank account or service	Other bank product/service
09/03/2014	Bank account or service	Checking account
09/03/2014	Bank account or service	Checking account
09/03/2014	Bank account or service	Checking account
09/12/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Checking account
09/12/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Problems caused by my funds being low

Making/receiving payments, sending money

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

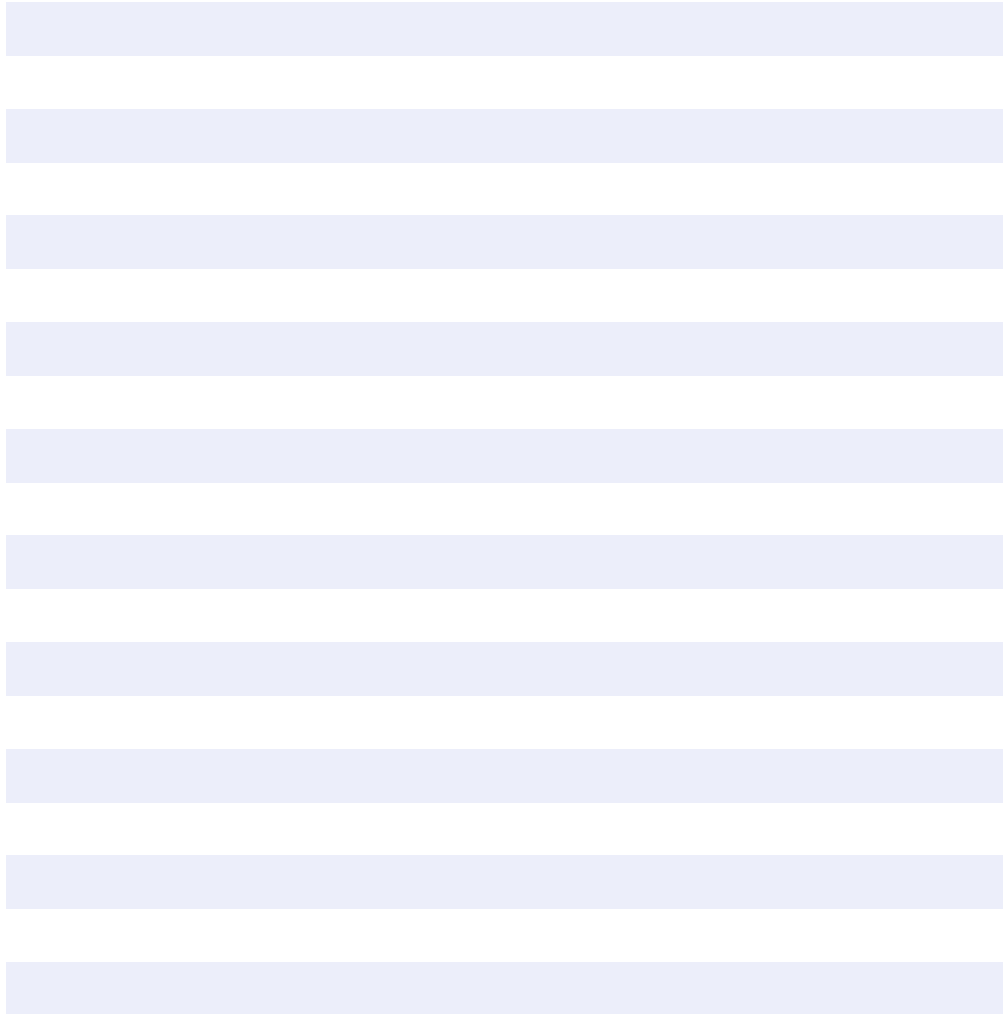
Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Associated Credit Services, Inc.	GA	30067	N/A
Wells Fargo & Company	ID	83686	N/A
Santander Bank US	MA	02359	N/A
Banco Popular North America	CA	92131	N/A
Comerica	CO	80132	Older American N/A
Citizens Financial Group, Inc.	RI	02804	N/A
Bank of America	MD	20784	N/A
JPMorgan Chase & Co.	NY	10028	N/A
CoreLogic	NJ	07205	N/A
Bank of America	IL	60004	N/A
JPMorgan Chase & Co.	CA	91406	N/A
Citibank	IL	60803	N/A
PayPal Holdings, Inc.	CA	90025	N/A
Ocwen	NJ	08721	N/A
SunTrust Banks, Inc.	FL	33067	N/A
Bank of America	MD	21218	N/A
Comerica	TX	75067	N/A
JPMorgan Chase & Co.	MI	49221	N/A
JPMorgan Chase & Co.	CA	95126	N/A
JPMorgan Chase & Co.	NJ	07601	N/A
M&T Bank Corporation	MD	20906	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	09/11/2014	Closed with explanation	Yes	No
Phone	09/03/2014	Closed with explanation	Yes	No
Referral	09/11/2014	Closed	Yes	No
Referral	09/17/2014	Closed with explanation	Yes	No
Web	09/08/2014	Closed with explanation	Yes	No
Phone	08/21/2014	Closed with explanation	Yes	No
Referral	08/18/2014	Closed with explanation	Yes	No
Web	08/22/2014	Closed with explanation	Yes	Yes
Phone	09/03/2014	Closed	Yes	No
Referral	08/27/2014	Closed with explanation	Yes	No
Referral	09/03/2014	Closed with monetary relief	Yes	No
Web	08/13/2014	Closed with explanation	Yes	No
Web	08/21/2014	Closed with non-monetary relief	Yes	No
Referral	09/08/2014	Closed with explanation	Yes	No
Referral	09/08/2014	Closed with monetary relief	Yes	No
Phone	09/05/2014	Closed with explanation	Yes	No
Phone	09/17/2014	Closed with monetary relief	Yes	No
Web	08/19/2014	Closed with explanation	Yes	Yes
Web	09/12/2014	Closed with explanation	Yes	Yes
Referral	08/21/2014	Closed with explanation	Yes	No
Referral	08/21/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1019405

1004833

1018906

1026522

1018825

989458

982407

997890

1003113

997943

1005010

981567

989883

1012254

1012341

1012307

1026283

992368

1026313

990651

990562

Bank Account or Service Complaints

Based on Consumer Complaints

09/03/2014	Bank account or service	Other bank product/service
08/19/2014	Bank account or service	Checking account
09/12/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
09/08/2014	Bank account or service	Checking account
09/03/2014	Bank account or service	Checking account
08/13/2014	Bank account or service	Checking account
08/28/2014	Bank account or service	Checking account
09/12/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Checking account
09/12/2014	Bank account or service	Checking account
09/12/2014	Bank account or service	Checking account
09/12/2014	Bank account or service	Checking account
09/09/2014	Bank account or service	Checking account
09/12/2014	Bank account or service	Checking account
09/09/2014	Bank account or service	(CD) Certificate of deposit
08/19/2014	Bank account or service	Checking account
08/19/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Making/receiving payments, sending money

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	SC	29590		N/A
JPMorgan Chase & Co.				N/A
Discover	CA	94608		N/A
Wells Fargo & Company	NC	28401	Older American	N/A
U.S. Bancorp	NV	89117		N/A
Santander Bank US	PA	19605		N/A
SunTrust Banks, Inc.	GA	30331	Servicemember	N/A
Citibank	NY	11225		N/A
The Huntington National Bank	MI	48706		N/A
USAA Savings	FL	33983		N/A
Wells Fargo & Company	CO	80228		N/A
Wells Fargo & Company	CO	80228		N/A
TD Bank US Holding Company	FL	32763		N/A
Bank of America	FL	33186		N/A
Wells Fargo & Company	CA	90813		N/A
Bank of America	IL	60640		N/A
Santander Bank US	NJ	08701		N/A
BBVA Compass	CA	93117		N/A
TD Bank US Holding Company	MA	02478	Older American	N/A
JPMorgan Chase & Co.	TX	79902		N/A
Bank of America	NJ	07424		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	09/09/2014	Closed with explanation	Yes	No
Referral	08/21/2014	Closed with explanation	Yes	No
Web	09/12/2014	Closed with explanation	Yes	No
Web	09/08/2014	Closed with monetary relief	Yes	Yes
Referral	09/11/2014	Closed with explanation	Yes	No
Postal mail	09/08/2014	Closed	Yes	No
Phone	08/15/2014	Closed with explanation	Yes	No
Phone	09/03/2014	Closed with monetary relief	Yes	No
Phone	09/17/2014	Closed with explanation	Yes	No
Web	08/19/2014	Closed with monetary relief	Yes	No
Referral	08/21/2014	Closed with explanation	Yes	No
Web	08/19/2014	Closed with monetary relief	Yes	No
Referral	08/21/2014	Closed with non-monetary relief	Yes	No
Web	09/17/2014	Closed with explanation	Yes	No
Web	09/12/2014	Closed with monetary relief	Yes	No
Web	09/12/2014	Closed with explanation	Yes	No
Postal mail	09/15/2014	Closed with explanation	Yes	Yes
Web	09/12/2014	Closed with explanation	Yes	No
Fax	09/11/2014	Closed with explanation	Yes	No
Referral	08/21/2014	Closed with explanation	Yes	Yes
Web	08/19/2014	Closed with monetary relief	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1012387

990682

1026351

1019383

1019126

1013055

981595

1005845

1026420

990094

990737

990504

990766

1026639

1026672

1026722

1020011

1026755

1021303

991745

990076

Bank Account or Service Complaints

Based on Consumer Complaints

09/12/2014	Bank account or service	Checking account
09/09/2014	Bank account or service	(CD) Certificate of deposit
09/09/2014	Bank account or service	Savings account
09/09/2014	Bank account or service	Checking account
09/13/2014	Bank account or service	Checking account
09/13/2014	Bank account or service	Checking account
09/13/2014	Bank account or service	Checking account
09/13/2014	Bank account or service	Savings account
09/13/2014	Bank account or service	Checking account
09/13/2014	Bank account or service	Checking account
09/13/2014	Bank account or service	Checking account
09/17/2014	Bank account or service	Checking account
09/17/2014	Bank account or service	Checking account
09/18/2014	Bank account or service	Checking account
09/18/2014	Bank account or service	Checking account
09/18/2014	Bank account or service	Checking account
09/18/2014	Bank account or service	Checking account
09/09/2014	Bank account or service	Checking account
09/03/2014	Bank account or service	Checking account
09/19/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

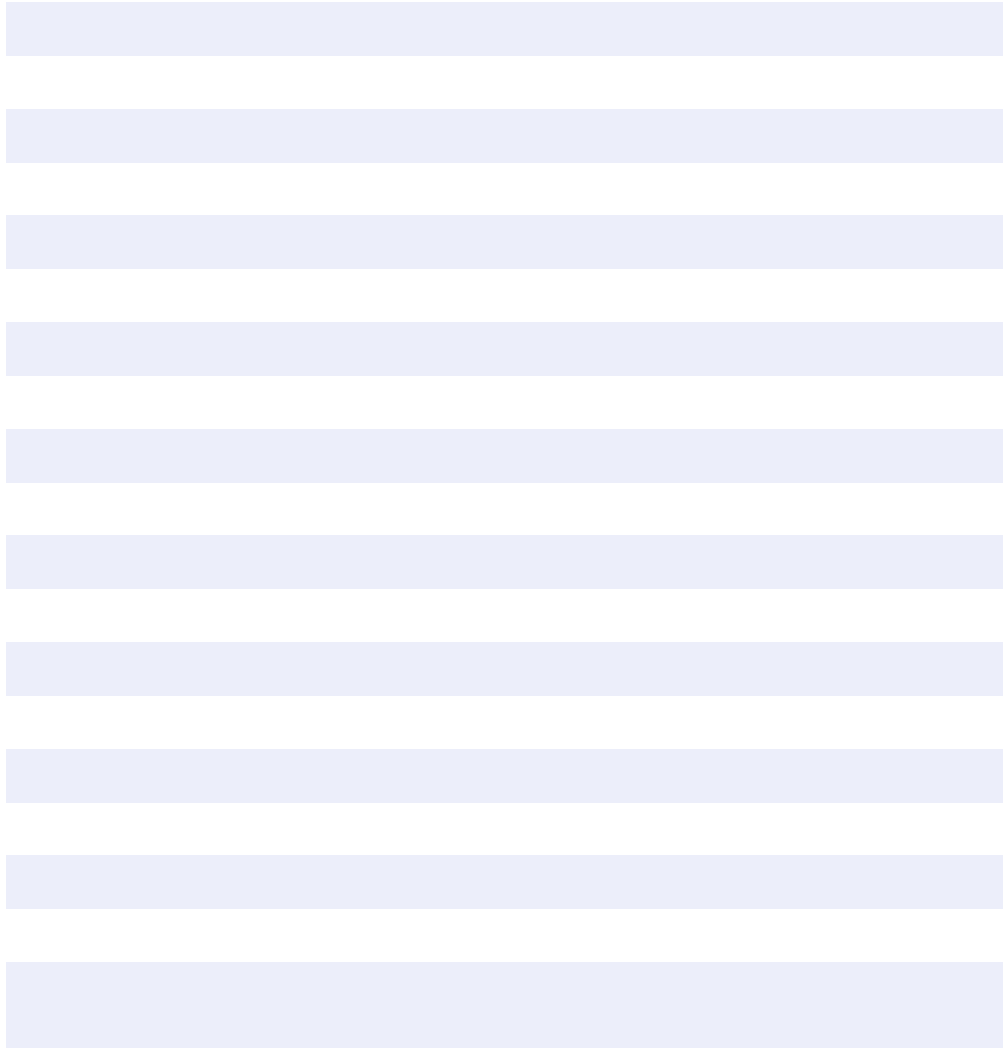
Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Discover	CA	90048		N/A
Comerica	TX	77493		N/A
Bank of America	VA	22602		N/A
Bank of America	CA	95148		N/A
Wells Fargo & Company	NY	12569		N/A
Arvest Bank	PA	19131		N/A
Bank of America	PA	19131		N/A
Bank of America	CA	94040		N/A
JPMorgan Chase & Co.	NY	11375		N/A
Wells Fargo & Company	CO	80010		N/A
TD Bank US Holding Company	NY	11355		N/A
Bank of the West	CO	80467		N/A
Citizens Financial Group, Inc.	MI	48180		N/A
JPMorgan Chase & Co.	AL	35115	Servicemember	N/A
TD Bank US Holding Company	SC	29690		N/A
Wells Fargo & Company	NJ	07762		N/A
Bank of America	CA	91356		N/A
PNC Bank N.A.	IL	62702		N/A
PNC Bank N.A.	MD	21742		N/A
Citibank	CA	90292	Older American, Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	09/18/2014	Closed with explanation	Yes	Yes
Referral	10/01/2014	Closed with explanation	Yes	Yes
Referral	09/12/2014	Closed with explanation	Yes	Yes
Referral	09/12/2014	Closed with monetary relief	Yes	Yes
Web	09/13/2014	Closed with explanation	Yes	No
Web	09/13/2014	Closed with explanation	Yes	No
Web	09/13/2014	Closed with non-monetary relief	Yes	No
Web	09/13/2014	Closed with monetary relief	Yes	No
Web	09/13/2014	Closed with explanation	Yes	No
Web	09/13/2014	Closed with explanation	Yes	No
Web	09/13/2014	Closed with explanation	Yes	Yes
Referral	09/23/2014	Closed with explanation	Yes	No
Web	09/17/2014	Closed with explanation	Yes	No
Web	09/18/2014	Closed with explanation	Yes	No
Web	09/18/2014	Closed with monetary relief	Yes	No
Referral	09/24/2014	Closed with explanation	Yes	No
Referral	09/24/2014	Closed with explanation	Yes	No
Web	09/09/2014	Closed with explanation	Yes	No
Referral	09/09/2014	Closed with explanation	Yes	No
Phone	09/24/2014	Closed with non-monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1027070

1020588

1021324

1021325

1027856

1027678

1027679

1027697

1027617

1027705

1027833

1033388

1033450

1035479

1034275

1034646

1035361

1020498

1012819

1036064

Bank Account or Service Complaints

Based on Consumer Complaints

09/03/2014	Bank account or service	Checking account
09/19/2014	Bank account or service	Checking account
09/15/2014	Bank account or service	Checking account
09/18/2014	Bank account or service	Checking account
09/18/2014	Bank account or service	Checking account
09/19/2014	Bank account or service	Checking account
09/04/2014	Bank account or service	Other bank product/service
09/04/2014	Bank account or service	Checking account
09/19/2014	Bank account or service	Checking account
09/09/2014	Bank account or service	Savings account
09/18/2014	Bank account or service	Checking account
09/19/2014	Bank account or service	Other bank product/service
09/04/2014	Bank account or service	Checking account
09/04/2014	Bank account or service	Savings account
09/09/2014	Bank account or service	(CD) Certificate of deposit
09/09/2014	Bank account or service	Checking account
09/04/2014	Bank account or service	Checking account
09/09/2014	Bank account or service	Checking account
09/09/2014	Bank account or service	Checking account
09/09/2014	Bank account or service	Checking account
09/15/2014	Bank account or service	Savings account
09/15/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Using a debit or ATM card

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Fifth Third Financial Corporation	FL	34103	Older American	N/A
Umpqua Holdings Corporation	OR	97330		N/A
M&T Bank Corporation	DE	19808		N/A
JPMorgan Chase & Co.	NJ	07304		N/A
First Hawaiian Bank	HI	96720		N/A
M&T Bank Corporation	DE	19808		N/A
PayPal Holdings, Inc.	NC	27606		N/A
Ally Financial Inc.	GA	30002		N/A
Citizens Financial Group, Inc.	CT	06234		N/A
Bank of America	CT	06825		N/A
People's United Bank	CT	06830	Servicemember	N/A
Bank of America	TX	78028		N/A
TD Bank US Holding Company	DC	20020		N/A
Wells Fargo & Company	FL	33486		N/A
JPMorgan Chase & Co.	FL	34711		N/A
U.S. Bancorp	TX	76120		N/A
SunTrust Banks, Inc.	FL	33544		N/A
Bank of the West	AZ	85705		N/A
JPMorgan Chase & Co.	IL	60490		N/A
Wells Fargo & Company	NC	27545		N/A
Bank of America	MD	21206		N/A
Discover	NC	27612		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	09/09/2014	Closed with monetary relief	Yes	No
Web	09/19/2014	Closed with explanation	Yes	No
Web	09/15/2014	Closed with explanation	Yes	Yes
Web	09/18/2014	Closed with explanation	Yes	Yes
Referral	09/29/2014	Closed with explanation	Yes	No
Web	09/25/2014	Closed with explanation	Yes	Yes
Web	09/08/2014	Closed with non-monetary relief	Yes	No
Web	09/04/2014	Closed with non-monetary relief	Yes	No
Web	09/19/2014	Closed with monetary relief	Yes	No
Fax	09/29/2014	Closed with explanation	Yes	Yes
Referral	09/24/2014	Closed with explanation	Yes	No
Postal mail	09/24/2014	Closed with explanation	Yes	No
Web	09/04/2014	Closed with explanation	Yes	No
Web	09/04/2014	Closed with explanation	Yes	No
Web	09/09/2014	Closed with explanation	Yes	No
Phone	09/12/2014	Closed with monetary relief	Yes	No
Web	09/04/2014	Closed with explanation	Yes	No
Referral	09/12/2014	Closed with explanation	Yes	No
Referral	09/12/2014	Closed with explanation	Yes	No
Referral	09/12/2014	Closed with monetary relief	Yes	No
Referral	09/17/2014	Closed with explanation	Yes	No
Referral	09/18/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1013071

1036073

1028170

1035080

1035499

1035991

1013691

1015128

1036185

1020704

1035538

1036212

1013755

1015289

1021458

1020797

1013800

1021330

1021332

1020875

1029229

1029017

Bank Account or Service Complaints

Based on Consumer Complaints

09/19/2014	Bank account or service	Checking account
09/09/2014	Bank account or service	Other bank product/service
09/19/2014	Bank account or service	Checking account
09/09/2014	Bank account or service	Checking account
09/19/2014	Bank account or service	Checking account
09/19/2014	Bank account or service	Checking account
09/25/2014	Bank account or service	Checking account
09/10/2014	Bank account or service	Other bank product/service
09/25/2014	Bank account or service	Checking account
09/19/2014	Bank account or service	Checking account
09/30/2014	Bank account or service	Checking account
09/15/2014	Bank account or service	Other bank product/service
09/10/2014	Bank account or service	Checking account
09/04/2014	Bank account or service	Other bank product/service
09/04/2014	Bank account or service	Checking account
09/25/2014	Bank account or service	Other bank product/service
09/10/2014	Bank account or service	Checking account
09/10/2014	Bank account or service	Other bank product/service
09/30/2014	Bank account or service	Other bank product/service
09/15/2014	Bank account or service	(CD) Certificate of deposit
09/04/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

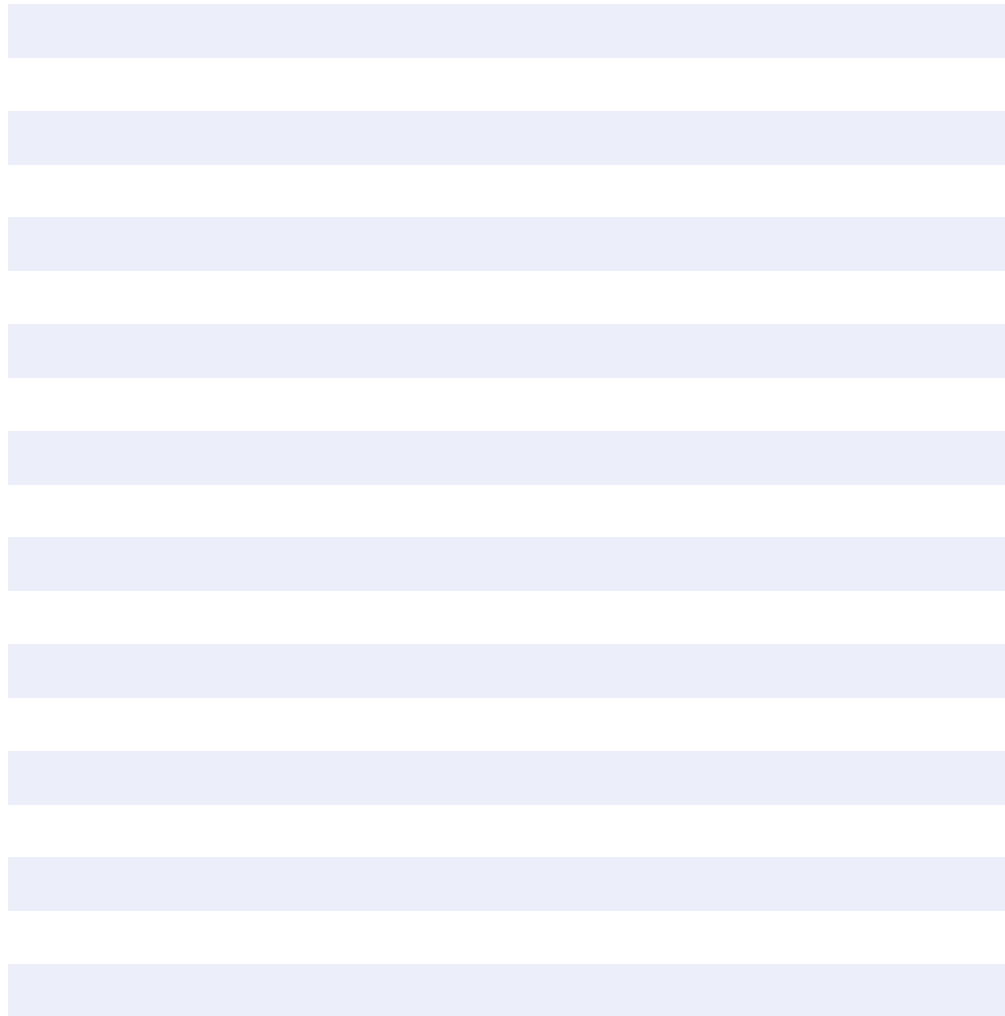
Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NY	11951		N/A
Amex	NY	13210		N/A
TCF National Bank	MI	48219		N/A
Wells Fargo & Company	TX	78753	Older American	N/A
Associated Bank	WA	52241	Servicemember	N/A
Bank of America	CA	92346		N/A
JPMorgan Chase & Co.	LA	71105		N/A
Bank of America	CA	90803		N/A
Umpqua Holdings Corporation	WA	98662		N/A
Charles Schwab Bank				N/A
Wells Fargo & Company	CA	94301		N/A
Wells Fargo & Company	CA	91761		N/A
Wells Fargo & Company	CA	91201		N/A
Wells Fargo & Company	PA	18902		N/A
Citibank	NY	11207		N/A
Wells Fargo & Company	FL	33538	Older American	N/A
USAA Savings	FL	33972	Servicemember	N/A
Bank of America	IL	60452		N/A
Wells Fargo & Company	ME	04287		N/A
Synchrony Financial	HI	96782		N/A
U.S. Bancorp	CO	80007		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	09/19/2014	Closed with non-monetary relief	Yes	No
Web	09/09/2014	Closed with explanation	Yes	No
Phone	09/25/2014	Closed with explanation	Yes	No
Web	09/09/2014	Closed with explanation	Yes	No
Postal mail	09/25/2014	Closed with explanation	Yes	No
Fax	09/25/2014	Closed with explanation	Yes	Yes
Web	09/25/2014	Closed with explanation	Yes	Yes
Web	09/10/2014	Closed	Yes	No
Web	09/25/2014	Closed with non-monetary relief	Yes	No
Web	09/24/2014	Closed with explanation	Yes	No
Referral	10/06/2014	Closed with explanation	Yes	No
Web	09/18/2014	Closed with non-monetary relief	Yes	No
Web	09/10/2014	Closed with explanation	Yes	Yes
Referral	09/09/2014	Closed with explanation	Yes	Yes
Web	09/09/2014	Closed with explanation	Yes	No
Web	09/25/2014	Closed with explanation	Yes	Yes
Web	09/12/2014	Closed with explanation	Yes	No
Web	09/12/2014	Closed with explanation	Yes	No
Referral	10/06/2014	Closed with explanation	Yes	No
Phone	09/18/2014	Closed with explanation	Yes	No
Referral	09/09/2014	Closed with non-monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1036419

1021053

1036491

1021117

1037452

1037284

1045886

1021944

1044299

1036593

1051540

1028853

1022021

1015191

1015130

1046372

1022041

1021849

1051304

1028977

1015169

Bank Account or Service Complaints

Based on Consumer Complaints

09/10/2014	Bank account or service	Other bank product/service
09/15/2014	Bank account or service	Checking account
10/09/2014	Bank account or service	Checking account
10/04/2014	Bank account or service	Checking account
09/04/2014	Bank account or service	Checking account
09/04/2014	Bank account or service	Other bank product/service
10/04/2014	Bank account or service	Checking account
10/09/2014	Bank account or service	Other bank product/service
09/19/2014	Bank account or service	Checking account
10/04/2014	Bank account or service	(CD) Certificate of deposit
09/15/2014	Bank account or service	Checking account
10/09/2014	Bank account or service	Other bank product/service
09/15/2014	Bank account or service	Checking account
10/09/2014	Bank account or service	Other bank product/service
10/09/2014	Bank account or service	Checking account
09/30/2014	Bank account or service	Checking account
09/30/2014	Bank account or service	Other bank product/service
09/10/2014	Bank account or service	Checking account
10/09/2014	Bank account or service	Checking account
09/25/2014	Bank account or service	Checking account
10/09/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	34608		N/A
Bank of America	IL	60654		N/A
PNC Bank N.A.	DC	20010		N/A
USAA Savings	HI	96822		N/A
JPMorgan Chase & Co.	OR	97003		N/A
Bank of America	CA	92865		N/A
Citizens Financial Group, Inc.	NY	14623		N/A
U.S. Bancorp	MO	63146		N/A
Wells Fargo & Company	TX	77803		N/A
EverBank	MA	01821		N/A
BBVA Compass	TX	77386		N/A
Wells Fargo & Company	CT	06483		N/A
Citibank	DE	19968	Servicemember	N/A
Citizens Financial Group, Inc.	SC	29229	Older American	N/A
Wells Fargo & Company	VA	24563		N/A
Bank of America	DC	20005	Older American	N/A
Wells Fargo & Company	NY	13135		N/A
Citibank	VA	22032		N/A
Bank of America	CA	93033		N/A
Ally Financial Inc.	CA	94123		N/A
Banco Popular North America	NY	11691		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	09/12/2014	Closed with explanation	Yes	Yes
Web	09/15/2014	Closed with monetary relief	Yes	No
Web	10/16/2014	Closed with explanation	Yes	No
Web	10/04/2014	Closed with explanation	Yes	No
Referral	09/09/2014	Closed with explanation	Yes	No
Web	09/04/2014	Closed with explanation	Yes	No
Web	10/04/2014	Closed with monetary relief	Yes	No
Web	10/17/2014	Closed with explanation	Yes	No
Phone	09/25/2014	Closed with explanation	Yes	No
Web	10/04/2014	Closed with explanation	Yes	No
Referral	09/19/2014	Closed with explanation	Yes	No
Web	10/09/2014	Closed with explanation	Yes	No
Phone	09/19/2014	Closed with explanation	Yes	Yes
Phone	10/17/2014	Closed with explanation	Yes	No
Phone	10/16/2014	Closed with monetary relief	Yes	Yes
Phone	10/06/2014	Closed with non-monetary relief	Yes	No
Postal mail	10/06/2014	Closed with explanation	Yes	No
Phone	09/15/2014	Closed with explanation	Yes	No
Referral	10/16/2014	Closed with monetary relief	Yes	No
Referral	10/01/2014	Closed with non-monetary relief	Yes	No
Referral	10/16/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1023433

1029742

1065441

1058277

1014685

1014425

1058307

1065556

1036901

1058340

1029267

1065588

1028075

1065592

1065996

1051584

1051591

1022407

1064603

1044839

1064604

Bank Account or Service Complaints

Based on Consumer Complaints

09/19/2014	Bank account or service	Checking account
10/05/2014	Bank account or service	Checking account
09/10/2014	Bank account or service	Checking account
10/05/2014	Bank account or service	Checking account
09/10/2014	Bank account or service	Cashing a check without an account
09/10/2014	Bank account or service	Checking account
09/15/2014	Bank account or service	Checking account
09/10/2014	Bank account or service	Other bank product/service
09/10/2014	Bank account or service	Checking account
09/10/2014	Bank account or service	Savings account
09/10/2014	Bank account or service	Checking account
09/10/2014	Bank account or service	Other bank product/service
10/06/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Checking account
10/10/2014	Bank account or service	Other bank product/service
10/06/2014	Bank account or service	Checking account
09/15/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Checking account
09/10/2014	Bank account or service	Other bank product/service
09/22/2014	Bank account or service	Other bank product/service
09/04/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Using a debit or ATM card

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

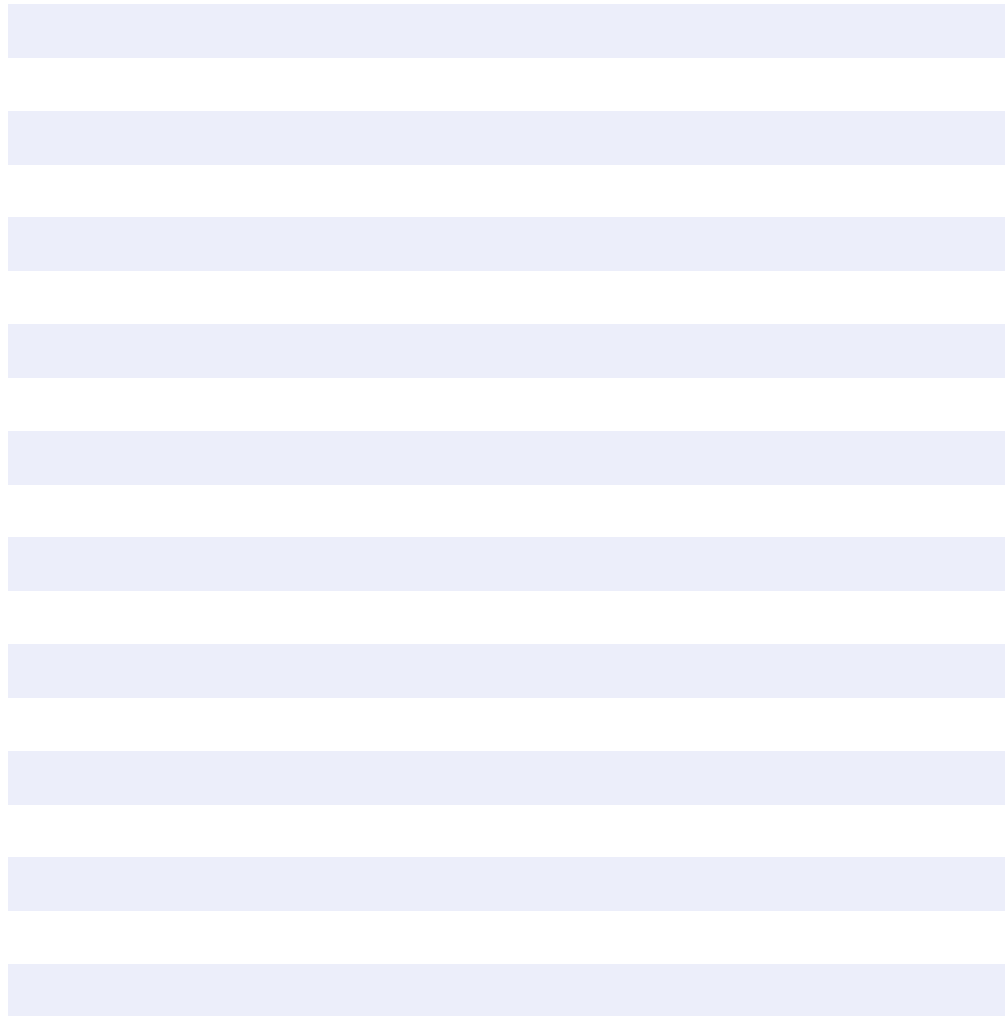
Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

PNC Bank N.A.	PA	15236		N/A
PNC Bank N.A.	NJ	07050		N/A
Bank of America	AR	72231		N/A
M&T Bank Corporation	NJ	07202		N/A
TD Bank US Holding Company	MA	01824		N/A
BBVA Compass	TX	77064		N/A
PNC Bank N.A.	IL	60613		N/A
Synchrony Financial	CA	92115		N/A
Wells Fargo & Company	SC	29720		N/A
Capital One	MD	20850	Older American	N/A
Fifth Third Financial Corporation	FL	33610		N/A
USAA Savings	TX	76541	Servicemember	N/A
The Huntington National Bank	PA	15206		N/A
USAA Savings	CA	92145	Servicemember	N/A
JPMorgan Chase & Co.	FL	33176		N/A
PNC Bank N.A.	MO	64504		N/A
Wells Fargo & Company	AL	36612		N/A
Regions Financial Corporation	FL	33060		N/A
Fifth Third Financial Corporation	IL	60510	Older American	N/A
SunTrust Banks, Inc.	NC	27613		N/A
JPMorgan Chase & Co.	MI	49022		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	09/19/2014	Closed with explanation	Yes	No
Web	10/05/2014	Closed with explanation	Yes	No
Referral	09/15/2014	Closed with explanation	Yes	No
Web	10/05/2014	Closed with monetary relief	Yes	No
Phone	09/15/2014	Closed with explanation	Yes	No
Referral	09/15/2014	Closed with explanation	Yes	No
Phone	09/19/2014	Closed with monetary relief	Yes	No
Referral	09/15/2014	Closed with monetary relief	Yes	No
Referral	09/15/2014	Closed with explanation	Yes	No
Web	09/10/2014	Closed with explanation	Yes	No
Referral	09/15/2014	Closed with explanation	Yes	No
Web	09/10/2014	Closed with monetary relief	Yes	Yes
Referral	10/09/2014	Closed with monetary relief	Yes	Yes
Web	10/09/2014	Closed with explanation	Yes	No
Referral	10/17/2014	Closed with explanation	Yes	No
Web	10/06/2014	Closed with explanation	Yes	No
Web	09/15/2014	Closed with explanation	Yes	No
Referral	10/10/2014	Closed with explanation	Yes	No
Phone	09/15/2014	Closed with explanation	Yes	Yes
Referral	09/26/2014	Closed with non-monetary relief	Yes	No
Referral	09/09/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1037440

1058564

1023488

1058568

1023462

1022801

1029380

1023413

1022843

1022517

1022746

1022535

1059270

1058925

1066981

1058928

1029446

1060239

1022594

1038563

1015178

Bank Account or Service Complaints

Based on Consumer Complaints

09/04/2014	Bank account or service	Checking account
09/04/2014	Bank account or service	Checking account
10/10/2014	Bank account or service	Checking account
10/10/2014	Bank account or service	Checking account
10/10/2014	Bank account or service	Checking account
09/30/2014	Bank account or service	Checking account
09/30/2014	Bank account or service	Other bank product/service
09/15/2014	Bank account or service	Checking account
09/15/2014	Bank account or service	Savings account
09/15/2014	Bank account or service	Checking account
09/19/2014	Bank account or service	Other bank product/service
10/06/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Other bank product/service
09/10/2014	Bank account or service	Checking account
10/10/2014	Bank account or service	Checking account
09/25/2014	Bank account or service	Checking account
09/04/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	(CD) Certificate of deposit
10/06/2014	Bank account or service	Savings account
10/06/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Using a debit or ATM card

Deposits and withdrawals

Deposits and withdrawals

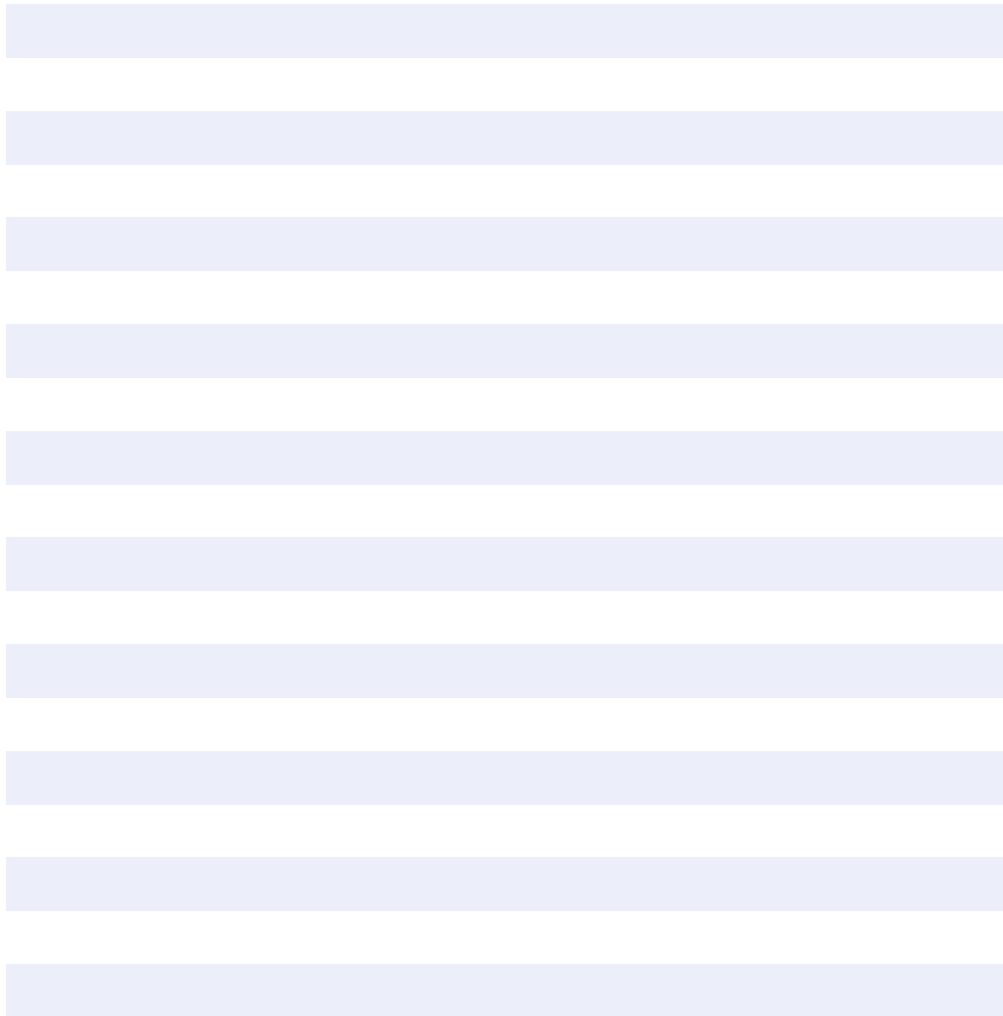
Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

USAA Savings	AE	09213	N/A
TD Bank US Holding Company	NY	10709	N/A
Bank of America	NJ	07652	N/A
Fidelity National Information Services, Inc. (FNIS)	SC	29483	N/A
U.S. Bancorp	NV	89139	N/A
JPMorgan Chase & Co.	NY	11375	N/A
SunTrust Banks, Inc.	GA	30518	N/A
TCF National Bank	MI	48075	N/A
Wells Fargo & Company	CA	90043	N/A
JPMorgan Chase & Co.	NY	11375	N/A
Comerica	CA	92109	N/A
SunTrust Banks, Inc.	GA	30082	N/A
JPMorgan Chase & Co.	NJ	08759	N/A
BB&T Financial	NC	28054	N/A
Regions Financial Corporation	AL	35016	N/A
Wells Fargo & Company	FL	33955	N/A
Umpqua Holdings Corporation	OR	97913	N/A
Charles Schwab Bank	FL	33880	N/A
Ally Financial Inc.	MI	48750	N/A
HSBC North America Holdings Inc.	AZ	85750	N/A
SunTrust Banks, Inc.	FL	33908	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	09/09/2014	Closed with explanation	Yes	No
Referral	09/09/2014	Closed with monetary relief	Yes	No
Web	10/10/2014	Closed with non-monetary relief	Yes	Yes
Web	10/10/2014	Closed with explanation	Yes	Yes
Web	10/10/2014	Closed with explanation	Yes	No
Web	10/06/2014	Closed with explanation	No	No
Web	09/30/2014	Closed with non-monetary relief	Yes	No
Referral	09/19/2014	Closed with monetary relief	Yes	No
Phone	09/19/2014	Closed with explanation	Yes	No
Web	09/19/2014	Closed with explanation	Yes	No
Web	09/19/2014	Closed with explanation	Yes	Yes
Referral	10/09/2014	Closed with monetary relief	Yes	No
Referral	10/09/2014	Closed with explanation	Yes	Yes
Web	09/10/2014	Closed with explanation	Yes	No
Referral	10/16/2014	Closed with explanation	Yes	No
Referral	10/02/2014	Closed with explanation	Yes	No
Web	09/04/2014	Closed with explanation	Yes	No
Referral	10/09/2014	Closed with explanation	Yes	No
Referral	10/10/2014	Closed with monetary relief	Yes	No
Referral	10/10/2014	Closed with explanation	Yes	No
Referral	10/10/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1015180

1015190

1066259

1067764

1066481

1050538

1051894

1029551

1029567

1028069

1037252

1058713

1060295

1022773

1067113

1045181

1014876

1058798

1059301

1059317

1059312

Bank Account or Service Complaints

Based on Consumer Complaints

10/06/2014	Bank account or service	Savings account
10/06/2014	Bank account or service	Checking account
09/16/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Checking account
10/10/2014	Bank account or service	Checking account
09/16/2014	Bank account or service	Other bank product/service
09/25/2014	Bank account or service	Checking account
09/04/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Other bank product/service
09/20/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Checking account
09/20/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Checking account
09/20/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Other bank product/service
09/21/2014	Bank account or service	Other bank product/service
10/01/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Other bank product/service
10/10/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

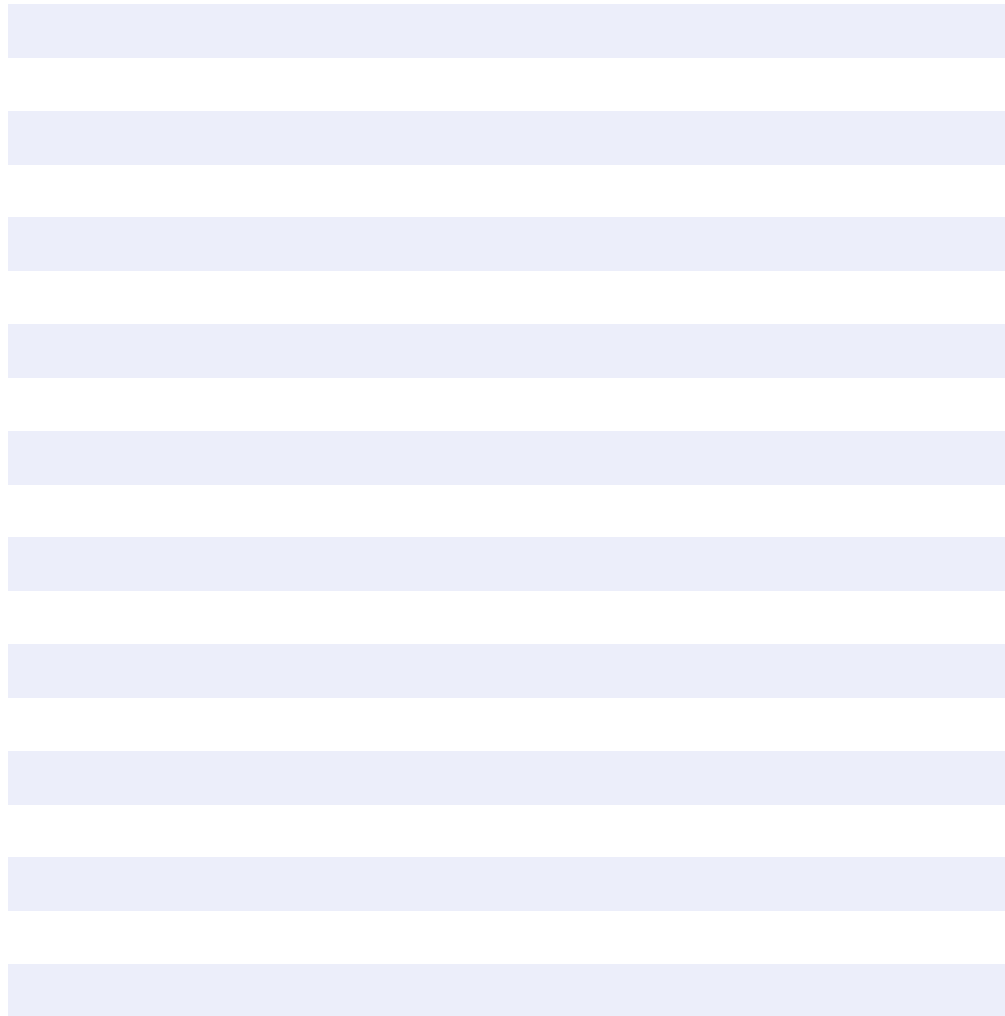
Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	34786		N/A
PNC Bank N.A.	IN	46323		N/A
Bank of America	CA	94039		N/A
U.S. Bancorp	CO	81615		N/A
JPMorgan Chase & Co.	MI	48911		N/A
Pentagon FCU	DC	20009		N/A
Wells Fargo & Company	AZ	85251		N/A
JPMorgan Chase & Co.	SC	29020	Servicemember	N/A
Citizens Financial Group, Inc.	OH	44056		N/A
Wells Fargo & Company	CA	90047	Older American	N/A
TD Bank US Holding Company	NY	10036		N/A
Citizens Financial Group, Inc.	MA	01852		N/A
Bank of America	IL	60615		N/A
Bank of America				N/A
JPMorgan Chase & Co.	NJ	07305		N/A
PNC Bank N.A.	CO	80027		N/A
Amex				N/A
Bank of America	FL	33433		N/A
Citibank	IL	60620	Older American	N/A
JPMorgan Chase & Co.	WA	98284		N/A
PNC Bank N.A.	NJ	07901		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/10/2014	Closed with explanation	Yes	Yes
Referral	10/10/2014	Closed with explanation	Yes	Yes
Web	09/16/2014	Closed with explanation	Yes	No
Referral	10/10/2014	Closed with explanation	Yes	No
Referral	10/09/2014	Closed with explanation	Yes	No
Web	10/10/2014	Closed with monetary relief	Yes	No
Web	09/16/2014	Closed with explanation	Yes	No
Phone	10/02/2014	Closed with explanation	Yes	Yes
Web	09/04/2014	Closed with monetary relief	Yes	No
Phone	10/09/2014	Closed with explanation	Yes	No
Web	09/20/2014	Closed with monetary relief	Yes	No
Web	10/06/2014	Closed with monetary relief	Yes	No
Web	09/24/2014	Closed	Yes	No
Web	10/07/2014	Closed	Yes	Yes
Web	09/20/2014	Closed with explanation	Yes	No
Web	10/06/2014	Closed with explanation	Yes	No
Web	09/26/2014	Closed with explanation	Yes	Yes
Web	10/01/2014	Closed with explanation	Yes	Yes
Referral	10/07/2014	Closed with explanation	Yes	No
Referral	10/10/2014	Closed with explanation	Yes	No
Referral	10/17/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1058669

1059346

1030199

1059254

1059380

1066361

1030032

1044080

1013514

1058652

1037843

1059246

1037872

1054148

1037894

1052848

1038170

1054097

1052963

1059907

1066978

Bank Account or Service Complaints

Based on Consumer Complaints

10/10/2014	Bank account or service	Other bank product/service
09/16/2014	Bank account or service	Checking account
10/10/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	(CD) Certificate of deposit
10/06/2014	Bank account or service	Checking account
10/10/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Savings account
10/10/2014	Bank account or service	Checking account
10/06/2014	Bank account or service	Savings account
10/10/2014	Bank account or service	(CD) Certificate of deposit
10/10/2014	Bank account or service	(CD) Certificate of deposit
10/06/2014	Bank account or service	Checking account
10/10/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Savings account
09/25/2014	Bank account or service	Checking account
09/25/2014	Bank account or service	Checking account
09/25/2014	Bank account or service	Checking account
09/25/2014	Bank account or service	Checking account
09/25/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

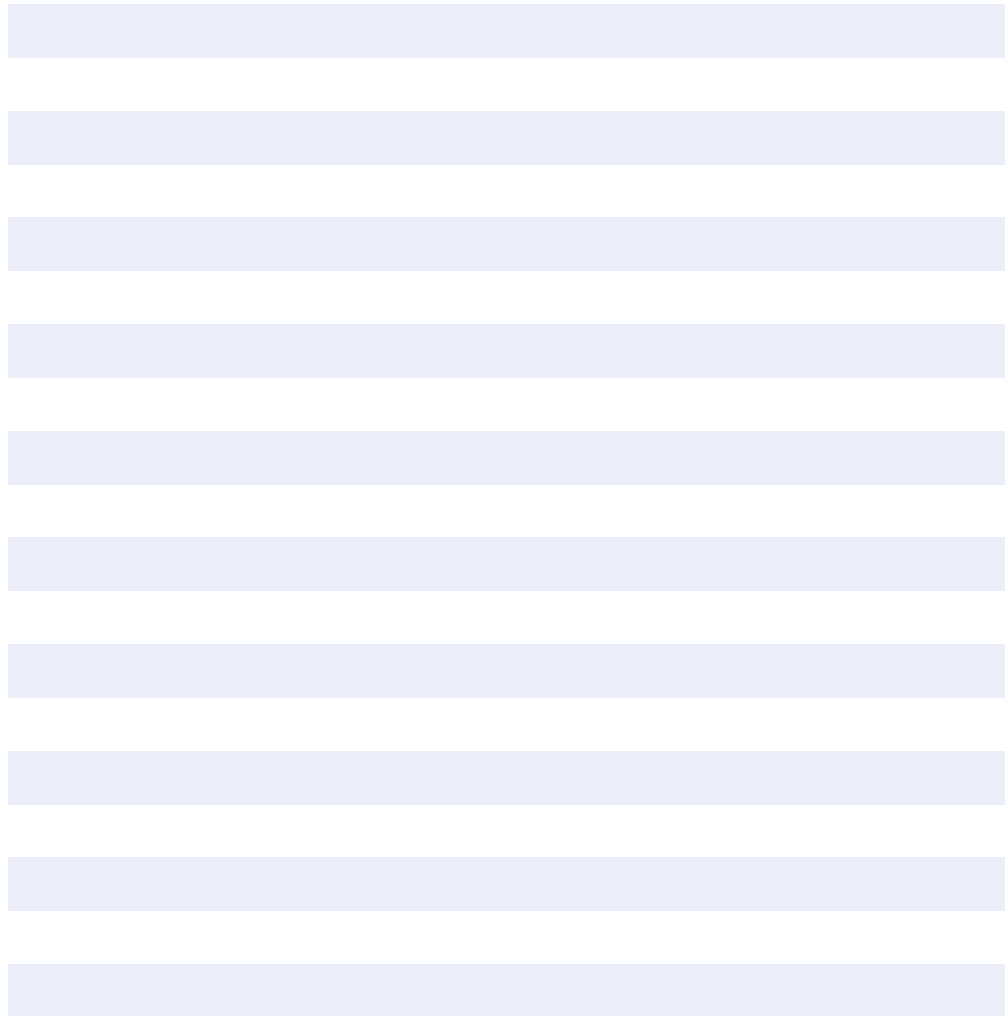
Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	NY	10029		N/A
People's United Bank	MA	01602		N/A
PNC Bank N.A.	MI	48092		N/A
Discover	FL	33069		N/A
PNC Bank N.A.	PA	15742		N/A
PNC Bank N.A.	AZ	85718		N/A
Discover	FL	34277		N/A
Capital One	MD	20878		N/A
Fifth Third Financial Corporation	IL	60304		N/A
Citibank	MA	01880	Older American	N/A
PNC Bank N.A.	NJ	08520		N/A
Capital One	VA	22204		N/A
U.S. Bancorp	IL	60607		N/A
Wells Fargo & Company	NY	13126		N/A
Navy FCU	TX	78148		N/A
BB&T Financial	FL	34983		N/A
PNC Bank N.A.	GA	30064		N/A
Citizens Financial Group, Inc.	MA	01886		N/A
USAA Savings	TN	34072	Servicemember	N/A
PNC Bank N.A.	KY	41129		N/A
SunTrust Banks, Inc.	FL	33404		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/17/2014	Closed with explanation	Yes	No
Web	09/19/2014	Closed with monetary relief	Yes	No
Referral	10/16/2014	Closed with monetary relief	Yes	No
Referral	10/07/2014	Closed with explanation	Yes	No
Phone	10/10/2014	Closed with explanation	Yes	No
Web	10/10/2014	Closed with explanation	Yes	No
Web	10/10/2014	Closed with explanation	Yes	No
Web	10/10/2014	Closed with explanation	Yes	No
Phone	10/10/2014	Closed with explanation	Yes	No
Phone	10/17/2014	Closed with explanation	Yes	No
Fax	10/17/2014	Closed with explanation	Yes	No
Web	10/06/2014	Closed with explanation	Yes	No
Phone	10/17/2014	Closed with explanation	Yes	No
Referral	10/06/2014	Closed	Yes	No
Referral	10/06/2014	Closed with monetary relief	Yes	No
Referral	10/06/2014	Closed with explanation	Yes	No
Web	09/25/2014	Closed with explanation	Yes	Yes
Referral	10/01/2014	Closed with monetary relief	Yes	No
Referral	10/01/2014	Closed with explanation	Yes	No
Referral	10/01/2014	Closed with explanation	Yes	No
Referral	10/01/2014	Closed with non-monetary relief	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1066990

1030014

1067055

1053548

1059725

1067184

1059856

1066323

1060230

1067393

1067429

1058744

1067603

1053211

1052543

1053217

1045355

1045726

1045729

1045734

1045744

Bank Account or Service Complaints

Based on Consumer Complaints

09/21/2014	Bank account or service	Other bank product/service
10/01/2014	Bank account or service	Other bank product/service
09/25/2014	Bank account or service	Checking account
09/25/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Cashing a check without an account
09/25/2014	Bank account or service	Checking account
09/22/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Checking account
09/22/2014	Bank account or service	Other bank product/service
09/22/2014	Bank account or service	Checking account
09/16/2014	Bank account or service	Other bank product/service
10/01/2014	Bank account or service	Savings account
09/16/2014	Bank account or service	Other bank product/service
09/26/2014	Bank account or service	Checking account
09/26/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Checking account
09/22/2014	Bank account or service	Checking account
09/22/2014	Bank account or service	Checking account
09/16/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Making/receiving payments, sending money

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	NE	68132	Older American	N/A
TD Bank US Holding Company	FL	33186		N/A
M&T Bank Corporation	DC	20024		N/A
SunTrust Banks, Inc.	AL	35063		N/A
Bank of America	CA	92274		N/A
Fifth Third Financial Corporation	FL	32829		N/A
PNC Bank N.A.	OH	44128		N/A
Bank of America	MI	48335		N/A
PNC Bank N.A.	PA	15212		N/A
BB&T Financial	FL	33406		N/A
Capital One	VA	22406		N/A
Santander Bank US	RI	02903		N/A
Wells Fargo & Company	FL	33012		N/A
Bank of America	NY	10963		N/A
Discover	NJ	07105		N/A
Wells Fargo & Company	IA	50542		N/A
Bank of America	CA	92841		N/A
Bank of America	MD	21217		N/A
JPMorgan Chase & Co.	CA	95436	Older American	N/A
Capital One	DC	20013	Older American	N/A
JPMorgan Chase & Co.	NJ	08003	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	09/26/2014	Closed with explanation	Yes	No
Phone	10/07/2014	Closed with monetary relief	Yes	No
Referral	10/02/2014	Closed with monetary relief	Yes	No
Referral	10/01/2014	Closed with monetary relief	Yes	No
Phone	10/07/2014	Closed with explanation	Yes	No
Referral	10/02/2014	Closed with monetary relief	Yes	No
Referral	09/26/2014	Closed with monetary relief	Yes	No
Phone	10/07/2014	Closed with explanation	Yes	No
Phone	10/07/2014	Closed with explanation	Yes	No
Phone	09/26/2014	Closed with explanation	Yes	No
Web	09/22/2014	Closed with explanation	Yes	No
Postal mail	09/19/2014	Closed	Yes	Yes
Phone	10/07/2014	Closed with explanation	Yes	Yes
Referral	09/22/2014	Closed with explanation	Yes	No
Web	09/26/2014	Closed with non-monetary relief	Yes	No
Referral	09/30/2014	Closed with monetary relief	Yes	No
Web	10/07/2014	Closed with explanation	Yes	No
Phone	10/07/2014	Closed with explanation	Yes	No
Phone	09/22/2014	Closed with explanation	Yes	No
Postal mail	09/26/2014	Closed with explanation	Yes	No
Postal mail	10/03/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1038095

1053279

1045752

1045754

1053303

1045770

1038552

1053456

1052566

1038198

1038566

1030071

1053662

1031553

1047652

1046990

1053809

1053822

1038700

1038776

1031658

Bank Account or Service Complaints

Based on Consumer Complaints

10/01/2014	Bank account or service	Checking account
09/16/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	Other bank product/service
09/22/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Checking account
10/01/2014	Bank account or service	(CD) Certificate of deposit
10/07/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Checking account
09/16/2014	Bank account or service	Checking account
10/11/2014	Bank account or service	Checking account
10/02/2014	Bank account or service	Cashing a check without an account
09/16/2014	Bank account or service	Checking account
10/11/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Other bank product/service
10/07/2014	Bank account or service	Checking account
10/11/2014	Bank account or service	Checking account
09/16/2014	Bank account or service	Checking account
09/26/2014	Bank account or service	Checking account
09/16/2014	Bank account or service	Other bank product/service
10/07/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Using a debit or ATM card

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Making/receiving payments, sending money

Making/receiving payments, sending money

Deposits and withdrawals

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	TX	75056		N/A
U.S. Bancorp	CA	91345		N/A
UBS Bank	UT	84098		N/A
SunTrust Banks, Inc.	FL	34974		N/A
Bank of America	FL	34611		N/A
PNC Bank N.A.	IN	46815		N/A
BNY Mellon	CA	94109		N/A
Navy FCU	KS	60630	Servicemember	N/A
JPMorgan Chase & Co.	IN	46260		N/A
Bank of America	SC	29556		N/A
Santander Bank US	MA	01854		N/A
Wells Fargo & Company	CA	91505		N/A
Wells Fargo & Company	VA	23228		N/A
JPMorgan Chase & Co.	TX	78207		N/A
Bank of America	PA	17059	Older American	N/A
JPMorgan Chase & Co.	GA	30126		N/A
Bank of America	CA	92799		N/A
TD Bank US Holding Company	NJ	07059		N/A
USAA Savings	MA	01850		N/A
Wells Fargo & Company	CA	92249		N/A
U.S. Bancorp	CA	92553		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/01/2014	Closed with explanation	Yes	No
Web	09/16/2014	Closed with explanation	Yes	Yes
Phone	10/07/2014	Closed	Yes	No
Phone	09/23/2014	Closed with explanation	Yes	No
Web	10/07/2014	Closed with monetary relief	Yes	No
Web	10/01/2014	Closed with explanation	Yes	No
Web	10/10/2014	Closed with monetary relief	Yes	No
Web	10/07/2014	Closed with explanation	Yes	No
Web	10/14/2014	Closed with explanation	Yes	No
Web	09/16/2014	Closed with monetary relief	Yes	Yes
Web	10/11/2014	Closed with explanation	Yes	No
Web	10/08/2014	Closed with explanation	Yes	No
Web	09/16/2014	Closed with explanation	Yes	Yes
Web	10/11/2014	Closed with explanation	Yes	No
Fax	10/10/2014	Closed with explanation	Yes	No
Web	10/07/2014	Closed with monetary relief	Yes	No
Web	10/11/2014	Closed with monetary relief	Yes	Yes
Postal mail	09/22/2014	Closed with explanation	Yes	No
Referral	10/02/2014	Closed with monetary relief	Yes	No
Referral	09/22/2014	Closed with monetary relief	Yes	No
Referral	10/14/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1053852

1031035

1053904

1038869

1060837

1053953

1060866

1060897

1062165

1031170

1068146

1054632

1031210

1068177

1062228

1060560

1068014

1030025

1046353

1031395

1062178

Bank Account or Service Complaints

Based on Consumer Complaints

10/02/2014	Bank account or service	Savings account
09/26/2014	Bank account or service	Checking account
10/12/2014	Bank account or service	Checking account
09/22/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Checking account
09/22/2014	Bank account or service	Checking account
10/12/2014	Bank account or service	Other bank product/service
10/12/2014	Bank account or service	Checking account
09/22/2014	Bank account or service	Checking account
09/22/2014	Bank account or service	Other bank product/service
09/17/2014	Bank account or service	Checking account
09/17/2014	Bank account or service	Checking account
10/02/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Other bank product/service
10/13/2014	Bank account or service	Other bank product/service
09/17/2014	Bank account or service	Checking account
09/17/2014	Bank account or service	Other bank product/service
10/07/2014	Bank account or service	Other bank product/service
09/17/2014	Bank account or service	Checking account
09/17/2014	Bank account or service	Checking account
09/17/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	IL	60163	Older American	N/A
Bank of America	CA	92831		N/A
Bank of America	NY	11235		N/A
Bank of America	CA	90036		N/A
Bank of America	NJ	07104		N/A
Comerica	CA	92869		N/A
Fidelity National Information Services, Inc. (FNIS)	NE	68134		N/A
PayPal Holdings, Inc.				N/A
Citibank	CA	94572		N/A
BB&T Financial	VA	22207		N/A
Citizens Financial Group, Inc.	MA	01754		N/A
Bank of America	CA	90046		N/A
Navy FCU	WA	98444	Servicemember	N/A
USAA Savings	VA	20176	Servicemember	N/A
Fidelity National Information Services, Inc. (FNIS)	SC	29154		N/A
PNC Bank N.A.	PA	17036		N/A
BMO Harris	IL	60441		N/A
U.S. Bancorp	WA	98004		N/A
JPMorgan Chase & Co.	NY	11510		N/A
Bank of America	MD	21221		N/A
JPMorgan Chase & Co.	NJ	07604		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	10/08/2014	Closed with explanation	Yes	Yes
Referral	10/02/2014	Closed with explanation	Yes	No
Web	10/12/2014	Closed with explanation	Yes	No
Referral	09/29/2014	Closed with explanation	Yes	No
Referral	10/08/2014	Closed with explanation	Yes	No
Referral	09/29/2014	Closed with monetary relief	Yes	No
Web	10/17/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with non-monetary relief	Yes	No
Postal mail	09/26/2014	Closed with non-monetary relief	Yes	No
Web	09/29/2014	Closed with explanation	Yes	No
Web	09/17/2014	Closed with monetary relief	Yes	No
Web	09/17/2014	Closed with explanation	Yes	Yes
Web	10/02/2014	Closed with explanation	Yes	Yes
Referral	10/08/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with explanation	Yes	No
Referral	09/22/2014	Closed with explanation	Yes	No
Referral	09/22/2014	Closed with monetary relief	Yes	No
Web	10/07/2014	Closed with explanation	Yes	No
Referral	09/22/2014	Closed with explanation	Yes	No
Referral	09/22/2014	Closed with explanation	Yes	No
Referral	09/22/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1054847

1047372

1068376

1039388

1061242

1039427

1068402

1068484

1038321

1039175

1032083

1031960

1054947

1062150

1068647

1032399

1032352

1061225

1032415

1032534

1032014

Bank Account or Service Complaints

Based on Consumer Complaints

10/13/2014	Bank account or service	Checking account
09/17/2014	Bank account or service	Checking account
10/13/2014	Bank account or service	Other bank product/service
10/13/2014	Bank account or service	Other bank product/service
10/02/2014	Bank account or service	Checking account
09/26/2014	Bank account or service	Checking account
10/13/2014	Bank account or service	Checking account
10/02/2014	Bank account or service	Other bank product/service
09/22/2014	Bank account or service	Checking account
09/26/2014	Bank account or service	Checking account
09/26/2014	Bank account or service	Checking account
09/26/2014	Bank account or service	(CD) Certificate of deposit
09/17/2014	Bank account or service	Checking account
10/02/2014	Bank account or service	Checking account
10/02/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	(CD) Certificate of deposit
09/17/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/17/2014	Bank account or service	Other bank product/service
10/07/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

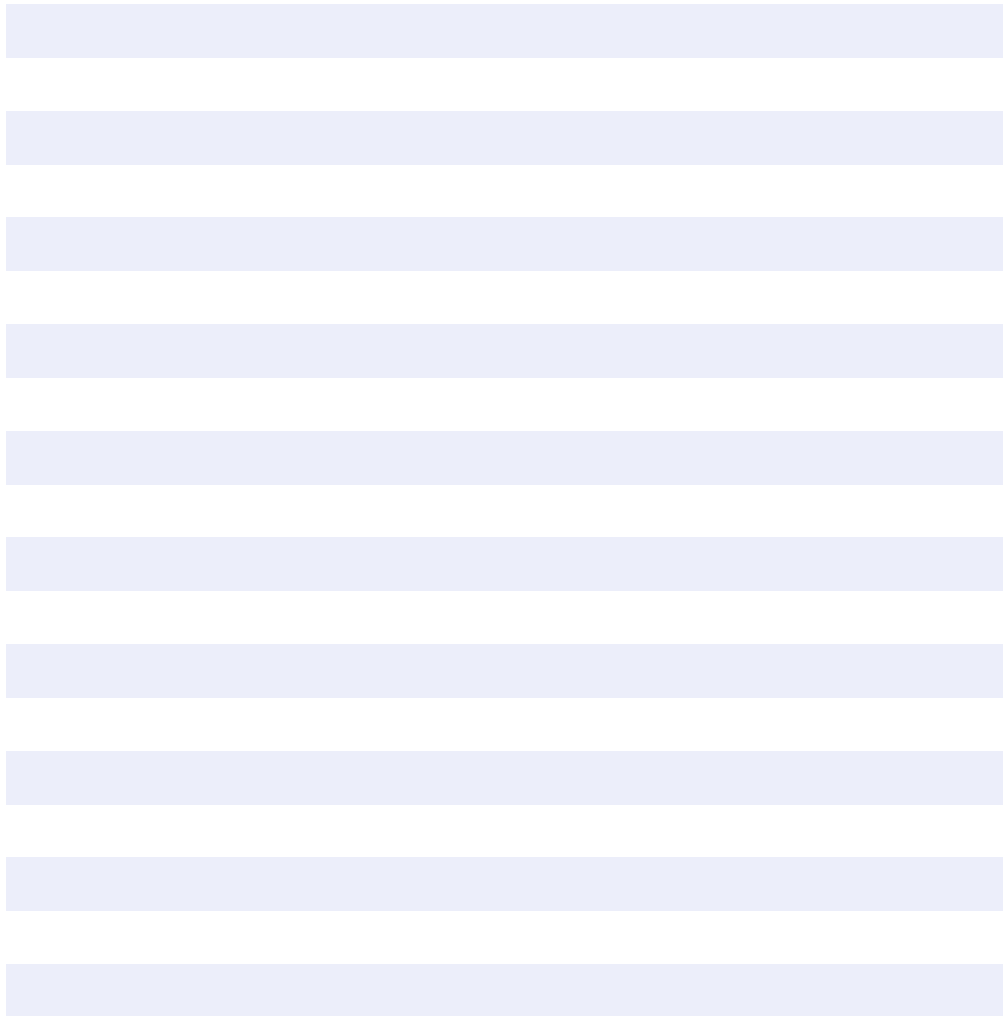
Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	32828		N/A
U.S. Bancorp	CO	80023		N/A
Dynamic Recovery Solutions, LLC	FL	33020		N/A
Wells Fargo & Company	PA	19609		N/A
BB&T Financial	FL	33161		N/A
Bank of America	AZ	85142	Older American	N/A
BB&T Financial	CO	81647		N/A
Bank of America	MO	64155		N/A
Citibank	IL	60647		N/A
Navy FCU	VA	23452	Servicemember	N/A
JPMorgan Chase & Co.	KY	41005		N/A
M&T Bank Corporation	DE	19702		N/A
The Huntington National Bank	MI	48223		N/A
JPMorgan Chase & Co.	AZ	85286		N/A
Bank of America	CA	93535		N/A
Santander Bank US	CT	06095		N/A
Washington Federal	WA	98144		N/A
SunTrust Banks, Inc.	TN	38018		N/A
JPMorgan Chase & Co.	CA	93306		N/A
TCF National Bank	IL	60613		N/A
Encore Capital Group	WA	98036		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/17/2014	Closed with explanation	Yes	No
Referral	09/22/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with non-monetary relief	Yes	No
Web	10/13/2014	Closed with non-monetary relief	Yes	No
Referral	10/23/2014	Closed with explanation	Yes	Yes
Phone	10/02/2014	Closed with non-monetary relief	Yes	No
Web	10/13/2014	Closed with explanation	Yes	No
Web	10/08/2014	Closed with monetary relief	Yes	No
Web	09/22/2014	Closed with non-monetary relief	Yes	No
Phone	10/02/2014	Closed with monetary relief	Yes	No
Phone	10/02/2014	Closed with explanation	Yes	No
Referral	10/02/2014	Closed with explanation	Yes	No
Referral	09/22/2014	Closed with explanation	Yes	Yes
Web	10/02/2014	Closed with monetary relief	Yes	No
Web	10/02/2014	Closed with explanation	Yes	No
Referral	10/14/2014	Closed with explanation	Yes	Yes
Referral	09/22/2014	Closed with monetary relief	Yes	No
Referral	10/14/2014	Closed with monetary relief	Yes	No
Web	10/14/2014	Closed with explanation	Yes	No
Referral	10/23/2014	Closed with monetary relief	Yes	No
Referral	10/14/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1068683

1032226

1068755

1068782

1055217

1047129

1068805

1055265

1039927

1047187

1047192

1047216

1031982

1055371

1054559

1061462

1032527

1060669

1069057

1075604

1062155

Bank Account or Service Complaints

Based on Consumer Complaints

09/17/2014	Bank account or service	Other bank product/service
09/17/2014	Bank account or service	Checking account
09/17/2014	Bank account or service	Checking account
09/17/2014	Bank account or service	Savings account
09/17/2014	Bank account or service	Other bank product/service
10/14/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Checking account
09/26/2014	Bank account or service	Checking account
09/26/2014	Bank account or service	Other bank product/service
10/17/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/17/2014	Bank account or service	Checking account
09/23/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Checking account
10/17/2014	Bank account or service	Other bank product/service
09/23/2014	Bank account or service	Checking account
09/23/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Making/receiving payments, sending money

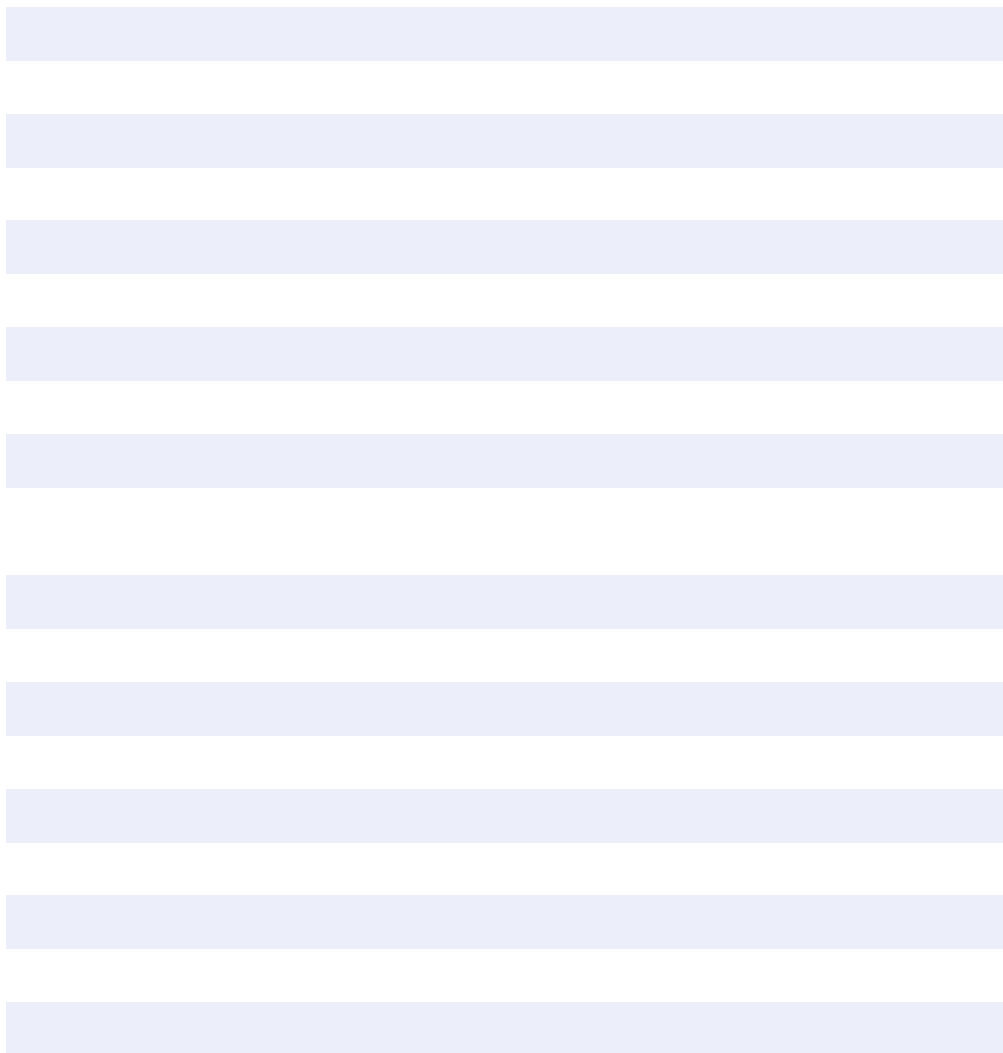
Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of the West	CO	80134		N/A
Regions Financial Corporation	LA	70506		N/A
Wells Fargo & Company	VA	23235		N/A
Bank of America	SD	57401		N/A
Bank of the West	MI	48433		N/A
USAA Savings	GA	31816	Servicemember	N/A
JPMorgan Chase & Co.	CA	90280	Servicemember	N/A
BMO Harris	IL	60053		N/A
U.S. Bancorp	NM	87060	Servicemember	N/A
Bank of America	CA	92506	Servicemember	N/A
PNC Bank N.A.	PA	18434	Older American, Servicemember	N/A
M&T Bank Corporation	PA	17551		N/A
U.S. Bancorp	CA	95821		N/A
JPMorgan Chase & Co.	CA	93031		N/A
JPMorgan Chase & Co.	IN	46224		N/A
Bank of America	CA	92586		N/A
Bank of America	NV	89102		N/A
Citibank	CA	95762		N/A
PNC Bank N.A.	FL	33024		N/A
PNC Bank N.A.	IL	60073		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	09/22/2014	Closed with explanation	Yes	No
Referral	09/22/2014	Closed with monetary relief	Yes	No
Referral	09/22/2014	Closed with monetary relief	Yes	No
Referral	09/19/2014	Closed with explanation	Yes	No
Referral	09/22/2014	Closed with explanation	Yes	Yes
Web	10/14/2014	Closed with explanation	Yes	No
Postal mail	10/21/2014	Closed with explanation	Yes	No
Web	10/07/2014	Closed with explanation	Yes	No
Referral	10/02/2014	Closed with explanation	Yes	No
Phone	09/30/2014	Closed with explanation	Yes	No
Phone	10/23/2014	Closed with explanation	Yes	No
Web	10/14/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with monetary relief	Yes	No
Web	09/23/2014	Closed with explanation	Yes	Yes
Phone	10/16/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with monetary relief	Yes	No
Web	09/23/2014	Closed with explanation	Yes	No
Referral	09/29/2014	Closed with explanation	Yes	No
Referral	10/14/2014	Closed with explanation	Yes	No
Web	10/07/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1032653

1033428

1033443

1033308

1033937

1069391

1060690

1061643

1047525

1047535

1075805

1069522

1075827

1040502

1061761

1075901

1040574

1040747

1060790

1060740

Bank Account or Service Complaints

Based on Consumer Complaints

10/17/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/17/2014	Bank account or service	Checking account
10/07/2014	Bank account or service	Savings account
10/17/2014	Bank account or service	Checking account
10/17/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/17/2014	Bank account or service	Other bank product/service
10/17/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/18/2014	Bank account or service	Savings account
10/18/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/18/2014	Bank account or service	(CD) Certificate of deposit

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	33313		N/A
Bank of America	CA	92629		N/A
JPMorgan Chase & Co.	CO	80915		N/A
Wells Fargo & Company	CA	91326		N/A
Wells Fargo & Company	TX	75098		N/A
Bank of America	MA	02151		N/A
Bank of America	PA	18235		N/A
Associated Bank	WA	54401	Servicemember	N/A
Wells Fargo & Company	CA	92592		N/A
JPMorgan Chase & Co.	NV	89074		N/A
U.S. Bancorp	TN	37115		N/A
Citibank	KS	66755		N/A
BBVA Compass	TX	78738		N/A
TD Bank US Holding Company	NY	10460		N/A
JPMorgan Chase & Co.	OH	44140		N/A
Bank of America	VA	24018	Servicemember	N/A
TD Bank US Holding Company	FL	32780		N/A
JPMorgan Chase & Co.	AL	35115	Servicemember	N/A
Citibank	IL	60007	Older American	N/A
NetSpend Corporation, a TSYS Company	MI	48505		N/A
PNC Bank N.A.	OH	44408		N/A
Fifth Third Financial Corporation	IL	60014	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	10/23/2014	Closed with explanation	Yes	No
Web	10/14/2014	Closed with explanation	Yes	No
Referral	10/15/2014	Closed with explanation	Yes	No
Referral	10/20/2014	Closed with monetary relief	Yes	Yes
Referral	10/21/2014	Closed with monetary relief	Yes	No
Referral	10/15/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with explanation	Yes	No
Phone	10/15/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with explanation	Yes	Yes
Web	10/17/2014	Closed with explanation	Yes	Yes
Phone	10/20/2014	Closed with non-monetary relief	Yes	Yes
Web	10/17/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with monetary relief	Yes	No
Phone	10/20/2014	Closed with explanation	Yes	No
Phone	10/20/2014	Closed with monetary relief	Yes	No
Web	10/08/2014	Closed with explanation	Yes	No
Web	10/08/2014	Closed with monetary relief	Yes	No
Web	10/15/2014	Closed with explanation	Yes	No
Web	10/27/2014	Closed with monetary relief	Yes	No
Web	11/24/2014	Closed with explanation	Yes	Yes
Web	10/08/2014	Closed with monetary relief	Yes	Yes
Web	10/18/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1076049

1069807

1069842

1069843

1069851

1071212

1076175

1061972

1076211

1074729

1069965

1076282

1076292

1070012

1068992

1062880

1062624

1062760

1076817

1076664

1062767

1076837

Bank Account or Service Complaints

Based on Consumer Complaints

10/14/2014	Bank account or service	Checking account
10/18/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Other bank product/service
10/14/2014	Bank account or service	Savings account
10/19/2014	Bank account or service	Other bank product/service
10/20/2014	Bank account or service	Savings account
10/22/2014	Bank account or service	Checking account
10/23/2014	Bank account or service	Checking account
10/23/2014	Bank account or service	Checking account
10/23/2014	Bank account or service	Other bank product/service
10/20/2014	Bank account or service	Checking account
10/20/2014	Bank account or service	Checking account
10/20/2014	Bank account or service	Checking account
10/20/2014	Bank account or service	Checking account
10/20/2014	Bank account or service	Checking account
10/20/2014	Bank account or service	Other bank product/service
10/20/2014	Bank account or service	Other bank product/service
10/20/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

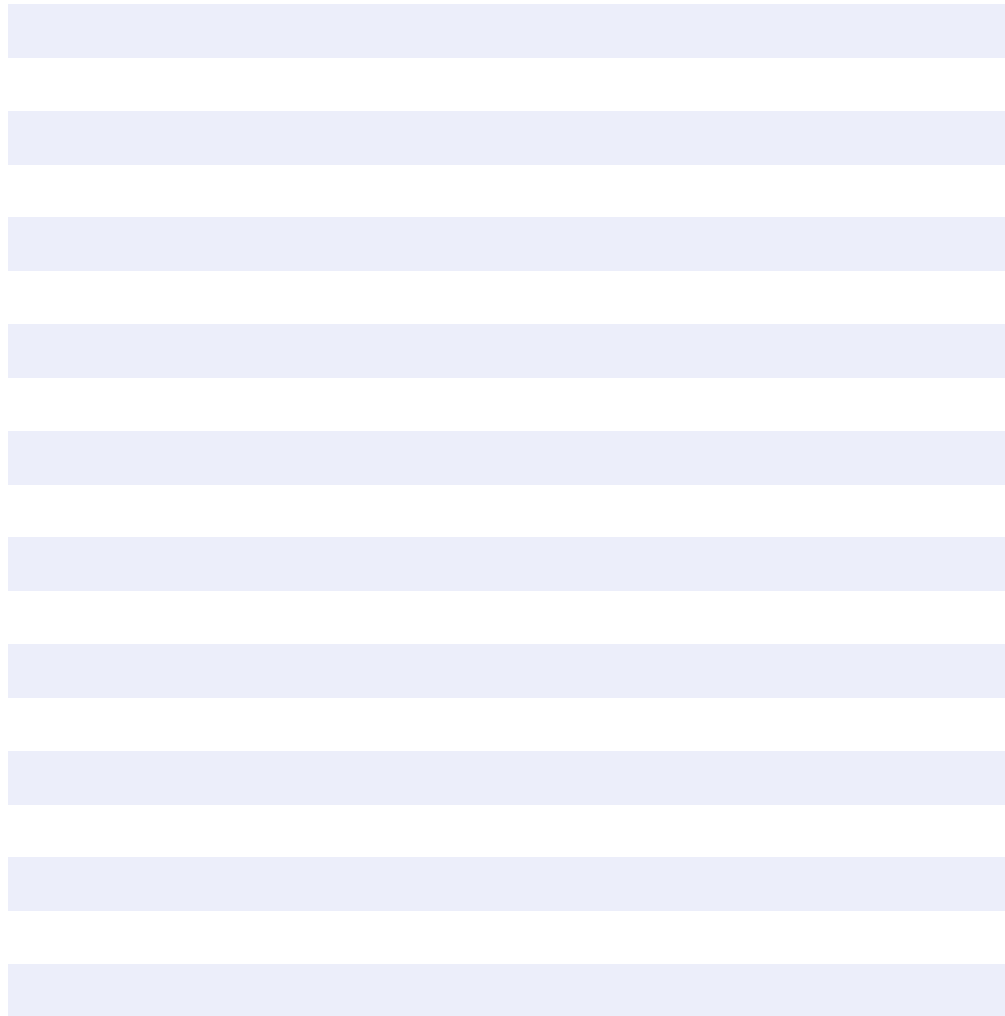
Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	MI	49684		N/A
PNC Bank N.A.	MO	63366		N/A
Wells Fargo & Company	NC	27263		N/A
PNC Bank N.A.	FL	33410		N/A
JPMorgan Chase & Co.	TX	75093		N/A
Bank of America	FL	34476		N/A
TD Bank US Holding Company	NJ	08087		N/A
Bank of America	ME	04021		N/A
Bank of America	CA	91303		N/A
Bank of America	CA	91911		N/A
PNC Bank N.A.	FL	34954		N/A
Fidelity National Information Services, Inc. (FNIS)	MD	21076		N/A
JPMorgan Chase & Co.	WA	98074		N/A
Webster Bank	CT	06450		N/A
Wells Fargo & Company	NY	11433		N/A
Bank of America	FL	33437	Older American	N/A
JPMorgan Chase & Co.	TX	76112		N/A
JPMorgan Chase & Co.	FL	33615		N/A
PNC Bank N.A.	DE	19702		N/A
Wells Fargo & Company	MI	48025		N/A
Bank of America	ID	83325		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	10/20/2014	Closed with explanation	Yes	No
Web	10/18/2014	Closed with monetary relief	Yes	No
Web	10/08/2014	Closed with explanation	Yes	No
Web	10/14/2014	Closed with monetary relief	Yes	No
Web	10/08/2014	Closed with explanation	Yes	No
Referral	10/15/2014	Closed with explanation	Yes	No
Web	10/14/2014	Closed with explanation	Yes	Yes
Web	10/24/2014	Closed with explanation	Yes	Yes
Web	10/20/2014	Closed with monetary relief	Yes	No
Web	10/22/2014	Closed with monetary relief	Yes	No
Web	10/23/2014	Closed with explanation	Yes	No
Web	10/27/2014	Closed with explanation	Yes	No
Web	10/23/2014	Closed with explanation	Yes	No
Fax	10/24/2014	Closed with monetary relief	Yes	No
Web	10/24/2014	Closed with explanation	Yes	Yes
Phone	10/24/2014	Closed with explanation	Yes	No
Web	10/20/2014	Closed with monetary relief	Yes	No
Web	10/20/2014	Closed with explanation	Yes	No
Referral	10/24/2014	Closed with explanation	Yes	No
Web	10/20/2014	Closed with explanation	Yes	Yes
Phone	10/24/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1070205

1076859

1062980

1069069

1063019

1063040

1070294

1077170

1077496

1082772

1083498

1083524

1083535

1077704

1077720

1077267

1077785

1077811

1077881

1077893

1077284

Bank Account or Service Complaints

Based on Consumer Complaints

10/20/2014	Bank account or service	Checking account
09/27/2014	Bank account or service	Checking account
09/29/2014	Bank account or service	Checking account
10/23/2014	Bank account or service	Checking account
10/23/2014	Bank account or service	Other bank product/service
09/27/2014	Bank account or service	Savings account
09/23/2014	Bank account or service	Checking account
10/23/2014	Bank account or service	Checking account
10/23/2014	Bank account or service	Checking account
10/23/2014	Bank account or service	Checking account
10/16/2014	Bank account or service	Other bank product/service
10/16/2014	Bank account or service	Checking account
10/28/2014	Bank account or service	Checking account
09/23/2014	Bank account or service	Checking account
09/29/2014	Bank account or service	Checking account
09/29/2014	Bank account or service	Checking account
10/20/2014	Bank account or service	Other bank product/service
09/29/2014	Bank account or service	Checking account
10/20/2014	Bank account or service	(CD) Certificate of deposit
10/23/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Making/receiving payments, sending money

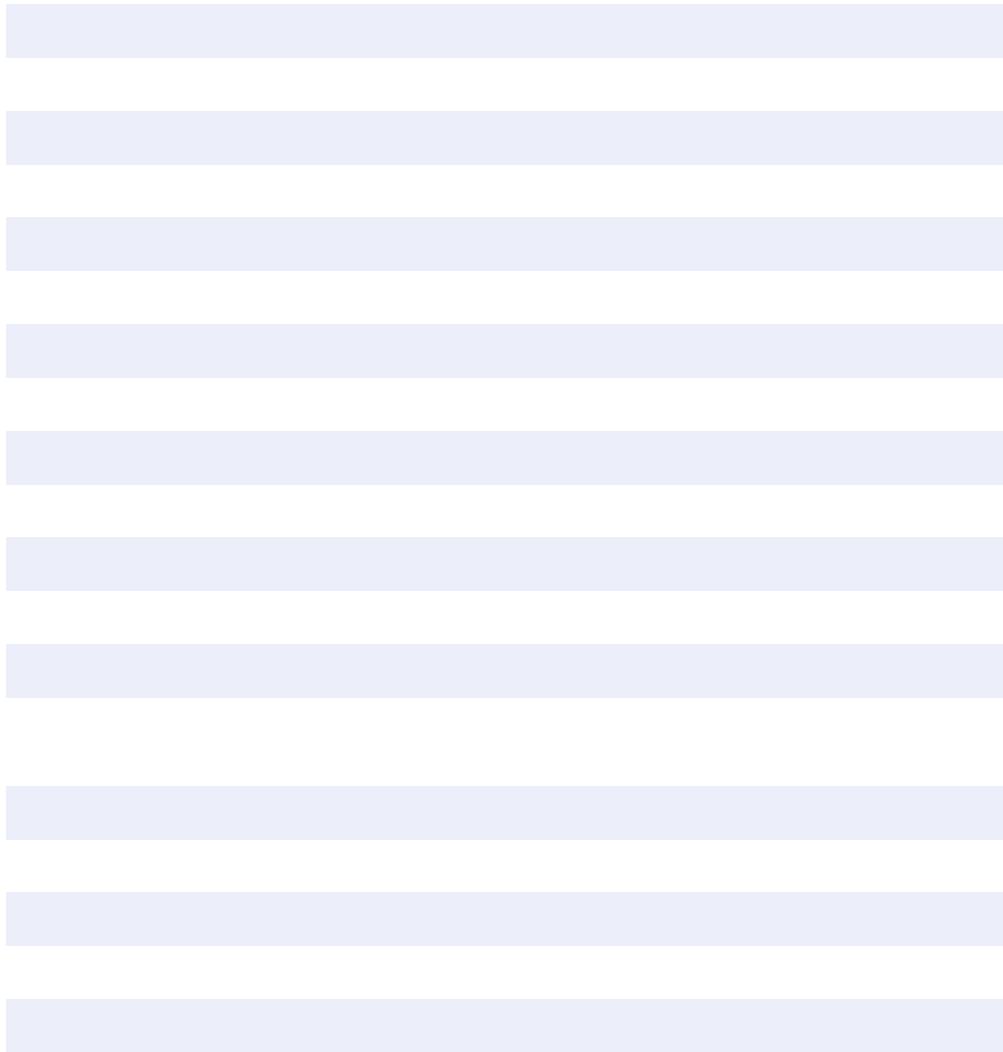
Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NY	10589		N/A
BBVA Compass	AL	35601		N/A
PNC Bank N.A.	PA	19063		N/A
Wells Fargo & Company	TX	75204		N/A
TD Bank US Holding Company	CT	06756		N/A
Wells Fargo & Company	NV	89509		N/A
Citibank	CA	90063		N/A
Flagstar Bank	MI	48911		N/A
JPMorgan Chase & Co.	FL	33449		N/A
Wells Fargo & Company	TX	78358		N/A
PNC Bank N.A.	IL	60611		N/A
BBVA Compass	CO	80237		N/A
Bank of America	OK	73162		N/A
Wells Fargo & Company	TX	77469		N/A
M&T Bank Corporation	DE	19803	Older American, Servicemember	N/A
Charles Schwab Bank	FL	33880		N/A
Wells Fargo & Company	TX	79907		N/A
TCF National Bank	IL	60634		N/A
Synchrony Financial	KS	66062		N/A
U.S. Bancorp	CA	92592		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/24/2014	Closed with monetary relief	Yes	No
Web	09/27/2014	Closed with explanation	Yes	No
Referral	10/03/2014	Closed with explanation	Yes	No
Referral	10/27/2014	Closed with explanation	Yes	No
Referral	10/27/2014	Closed with monetary relief	Yes	No
Web	09/27/2014	Closed with monetary relief	Yes	No
Web	09/23/2014	Closed with monetary relief	Yes	No
Referral	10/27/2014	Closed	Yes	No
Referral	10/27/2014	Closed with explanation	Yes	Yes
Referral	10/27/2014	Closed with explanation	Yes	No
Referral	10/22/2014	Closed with explanation	Yes	No
Referral	10/23/2014	Closed with explanation	Yes	No
Referral	11/03/2014	Closed with explanation	Yes	No
Web	09/23/2014	Closed with monetary relief	Yes	No
Phone	10/03/2014	Closed with explanation	Yes	No
Web	09/29/2014	Closed with explanation	Yes	No
Web	10/22/2014	Closed with monetary relief	Yes	No
Phone	10/03/2014	Closed with explanation	Yes	No
Web	10/22/2014	Closed with monetary relief	Yes	No
Web	10/23/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1078422

1048100

1049224

1083968

1083974

1047973

1040868

1083269

1083273

1083274

1075569

1075650

1087569

1040308

1048869

1048873

1077345

1048889

1077808

1084453

Bank Account or Service Complaints

Based on Consumer Complaints

10/23/2014	Bank account or service	Checking account
09/29/2014	Bank account or service	Other bank product/service
10/08/2014	Bank account or service	Checking account
10/23/2014	Bank account or service	Checking account
10/02/2014	Bank account or service	Other bank product/service
09/23/2014	Bank account or service	Checking account
09/23/2014	Bank account or service	Checking account
09/23/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/24/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/02/2014	Bank account or service	Savings account
10/08/2014	Bank account or service	Checking account
10/24/2014	Bank account or service	Other bank product/service
10/24/2014	Bank account or service	Checking account
09/23/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
10/20/2014	Bank account or service	Other bank product/service
10/20/2014	Bank account or service	Other bank product/service
10/24/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

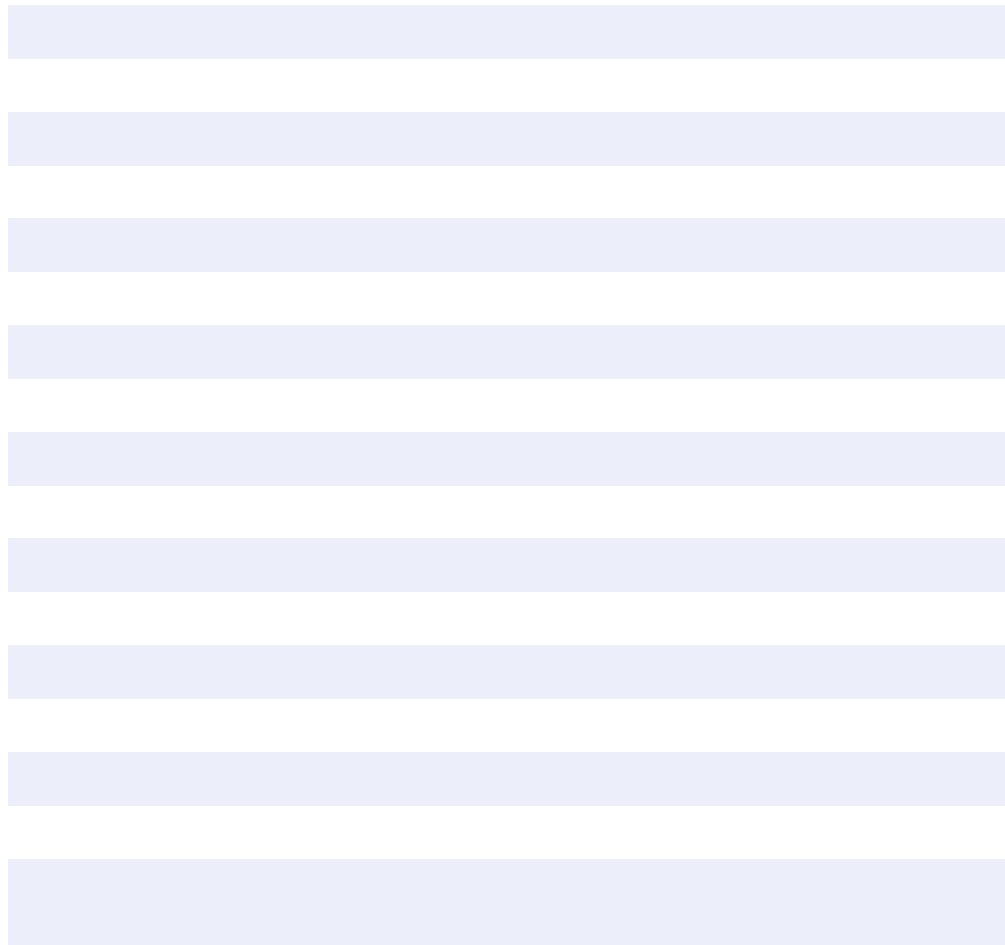
Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

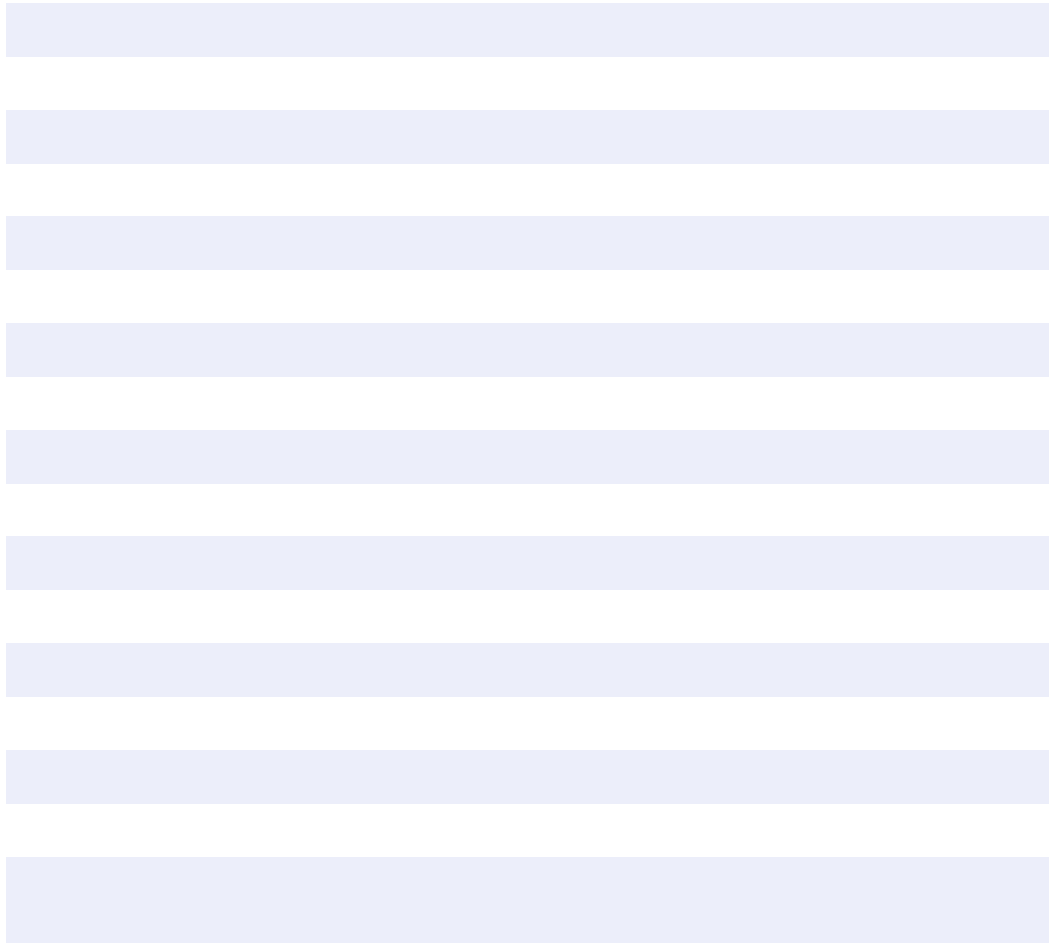
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Ally Financial Inc.	AL	35118		N/A
PNC Bank N.A.	PA	19087	Older American, Servicemember	N/A
TD Bank US Holding Company	NY	10019		N/A
Santander Bank US	MA	02739		N/A
Investors Bank	AL	36541		N/A
Bank of America	MA	02134		N/A
TD Bank US Holding Company	SC	29201		N/A
JPMorgan Chase & Co.	TX	77406		N/A
PNC Bank N.A.	MI	48377	Older American	N/A
SunTrust Banks, Inc.	FL	33311		N/A
World Recovery Service, LLC	FL	33064		N/A
Capital One	MA	01075		N/A
Bank of America	MI	48183		N/A
PayPal Holdings, Inc.	TN	37334		N/A
Bank of the West	CA	94509		N/A
U.S. Bancorp	OR	97267		N/A
Bank of America	NJ	07031	Servicemember	N/A
U.S. Bancorp	WA	99260		N/A
Capital One	OH	44052	Older American, Servicemember	N/A
The Huntington National Bank	OH	44663	Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/23/2014	Closed with non-monetary relief	Yes	Yes
Phone	10/07/2014	Closed with explanation	Yes	No
Phone	10/15/2014	Closed with monetary relief	Yes	No
Referral	10/29/2014	Closed with explanation	Yes	No
Phone	10/08/2014	Closed with explanation	Yes	No
Referral	09/30/2014	Closed with explanation	Yes	No
Referral	09/30/2014	Closed with explanation	Yes	No
Referral	09/30/2014	Closed with explanation	Yes	No
Web	10/08/2014	Closed with explanation	Yes	No
Phone	10/27/2014	Closed with monetary relief	Yes	No
Web	10/15/2014	Untimely response	No	
Web	10/08/2014	Closed with explanation	Yes	Yes
Web	10/15/2014	Closed with explanation	Yes	No
Web	10/29/2014	Closed with monetary relief	Yes	No
Web	10/24/2014	Closed with monetary relief	Yes	No
Phone	09/30/2014	Closed with explanation	Yes	No
Phone	10/20/2014	Closed with monetary relief	Yes	No
Postal mail	10/24/2014	Closed with explanation	Yes	No
Phone	10/28/2014	Closed with explanation	Yes	No
Web	10/24/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1083416

1049041

1063351

1084548

1055659

1041799

1041810

1041818

1063462

1085251

1063499

1055761

1063506

1084992

1085011

1041571

1070389

1078523

1078559

1085409

Bank Account or Service Complaints

Based on Consumer Complaints

10/24/2014	Bank account or service	Checking account
09/23/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Checking account
09/24/2014	Bank account or service	Checking account
10/02/2014	Bank account or service	Checking account
09/24/2014	Bank account or service	Checking account
09/24/2014	Bank account or service	Checking account
10/02/2014	Bank account or service	Checking account
10/24/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/24/2014	Bank account or service	Other bank product/service
10/08/2014	Bank account or service	Checking account
10/14/2014	Bank account or service	Other bank product/service
10/03/2014	Bank account or service	Checking account
10/03/2014	Bank account or service	Checking account
10/20/2014	Bank account or service	Other bank product/service
10/20/2014	Bank account or service	Checking account
10/15/2014	Bank account or service	Checking account
10/15/2014	Bank account or service	Checking account
10/20/2014	Bank account or service	Other bank product/service
10/15/2014	Bank account or service	Checking account
09/24/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

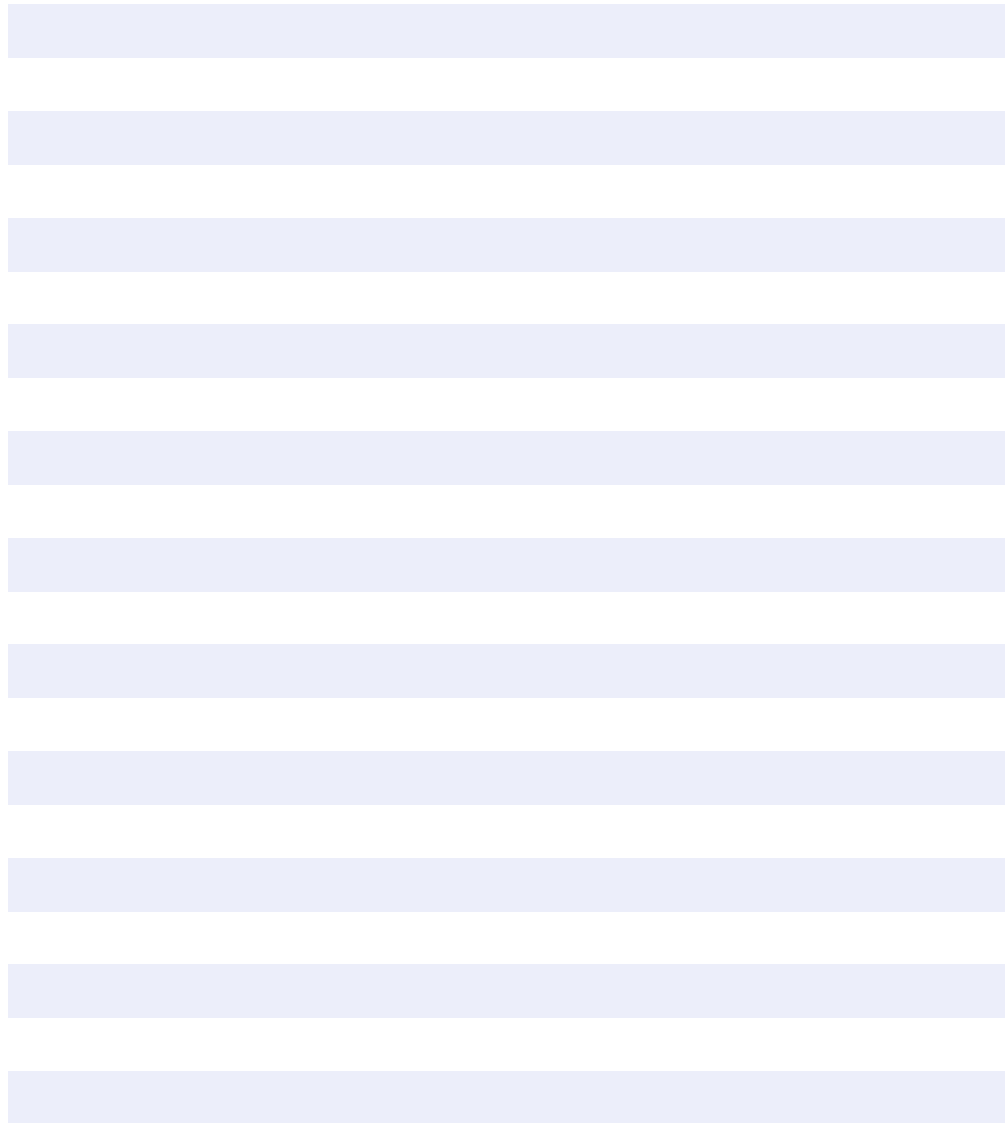
Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

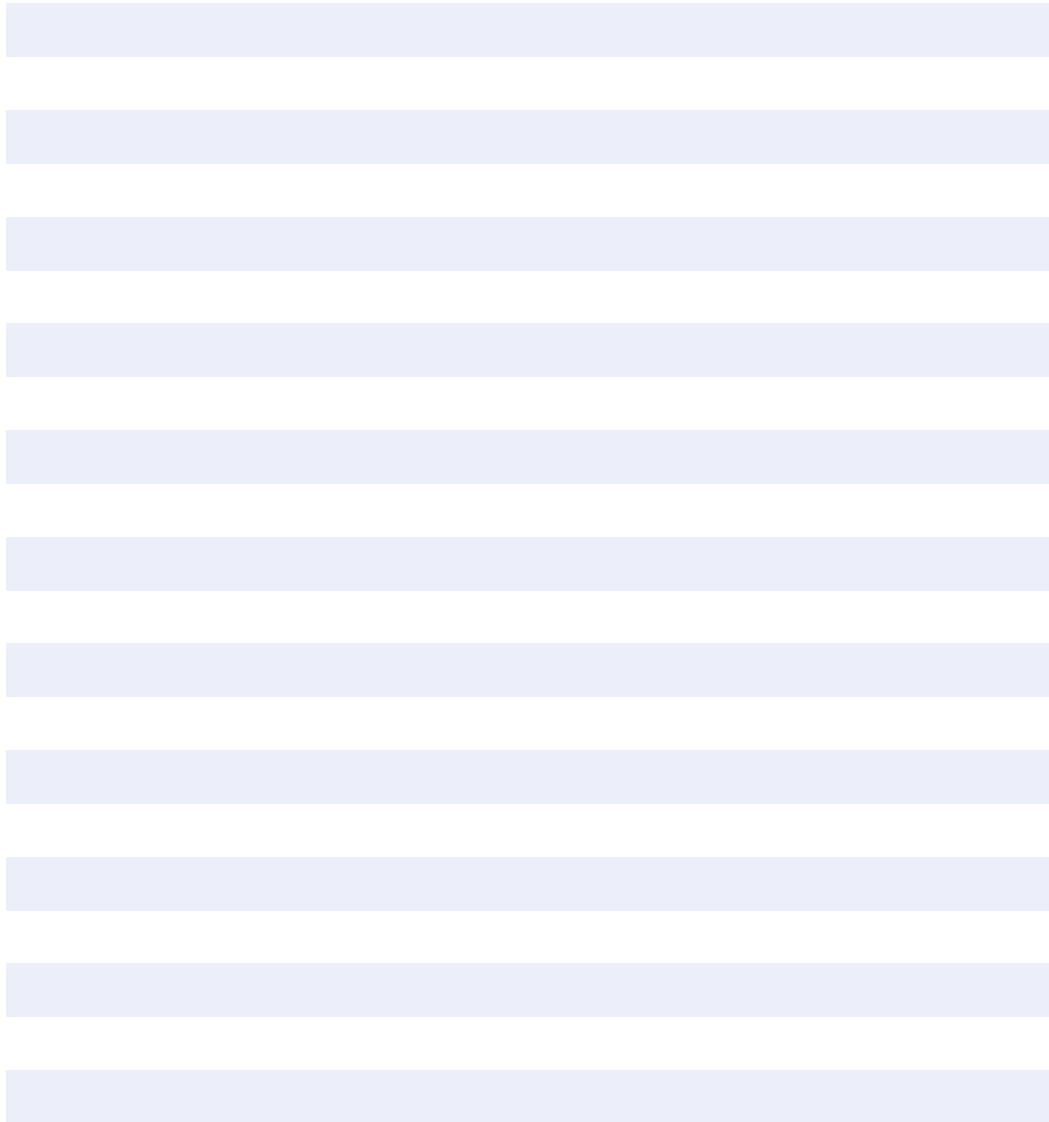
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NY	11421	N/A
Bank of America	NY	11003	N/A
Bank of America	FL	33916	N/A
JPMorgan Chase & Co.	NY	10128	N/A
PNC Bank N.A.	OH	43068	N/A
Bank of America	CA	92821	N/A
Bank of America	NV	89148	N/A
Wells Fargo & Company	CA	92376	N/A
TD Bank US Holding Company	NJ	08094	N/A
Wells Fargo & Company	TX	76040	N/A
JPMorgan Chase & Co.	IL	60452	N/A
The Huntington National Bank	MI	49343	N/A
Bank of America	CA	90034	N/A
Bank of America	VA	23663	N/A
U.S. Bancorp	CA	95670	N/A
PayPal Holdings, Inc.			N/A
TD Bank US Holding Company	CA	92124	N/A
JPMorgan Chase & Co.	NY	11020	N/A
Fifth Third Financial Corporation	IL	60462	N/A
JPMorgan Chase & Co.	NY	11375	N/A
Citibank			N/A
Bank of America	MA	02481	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/24/2014	Closed with monetary relief	Yes	No
Web	09/23/2014	Closed with monetary relief	Yes	No
Postal mail	11/03/2014	Closed with explanation	Yes	Yes
Web	09/24/2014	Closed with explanation	Yes	No
Referral	10/08/2014	Closed with explanation	Yes	No
Web	09/24/2014	Closed with explanation	Yes	No
Web	09/24/2014	Closed with non-monetary relief	Yes	No
Phone	10/08/2014	Closed with explanation	Yes	No
Web	10/24/2014	Closed with explanation	Yes	No
Referral	10/15/2014	Closed with monetary relief	Yes	No
Web	10/24/2014	Closed with explanation	Yes	Yes
Referral	10/15/2014	Closed with monetary relief	Yes	Yes
Web	10/14/2014	Closed with explanation	Yes	Yes
Web	10/03/2014	Closed with non-monetary relief	Yes	No
Referral	10/09/2014	Closed with explanation	Yes	No
Phone	10/22/2014	Closed with explanation	Yes	No
Web	10/24/2014	Closed with explanation	Yes	No
Web	10/15/2014	Closed with explanation	Yes	No
Web	10/15/2014	Closed with explanation	Yes	No
Web	10/20/2014	Closed with explanation	Yes	No
Web	10/20/2014	Closed with explanation	Yes	No
Postal mail	10/07/2014	Closed with non-monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1085137

1041736

1070539

1043627

1055962

1042325

1042328

1055991

1085740

1062790

1085787

1062798

1068999

1056684

1056962

1078779

1078782

1071272

1071279

1077188

1071297

1043725

Bank Account or Service Complaints

Based on Consumer Complaints

09/24/2014	Bank account or service	Other bank product/service
09/24/2014	Bank account or service	Checking account
09/29/2014	Bank account or service	Checking account
09/29/2014	Bank account or service	Checking account
09/29/2014	Bank account or service	Checking account
09/29/2014	Bank account or service	Checking account
09/29/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/29/2014	Bank account or service	Checking account
10/08/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	(CD) Certificate of deposit
10/21/2014	Bank account or service	Checking account
10/03/2014	Bank account or service	Other bank product/service
10/21/2014	Bank account or service	Other bank product/service
10/21/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Checking account
10/03/2014	Bank account or service	Checking account
09/24/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Problems caused by my funds being low

Problems caused by my funds being low

Problems caused by my funds being low

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

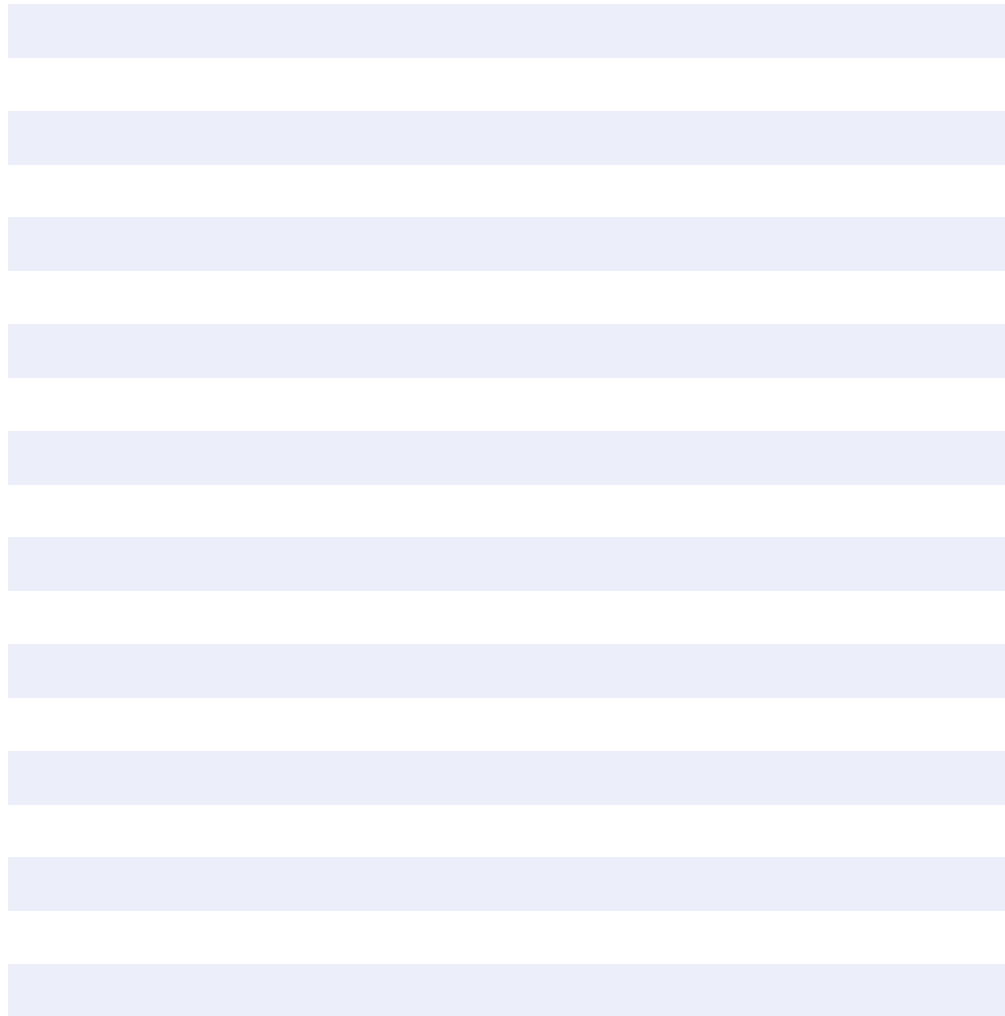
Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Citizens Financial Group, Inc.	MA	01845		N/A
Bank of America	MA	02333		N/A
JPMorgan Chase & Co.	CA	93004		N/A
Navy FCU	MD	20744		N/A
Bank of America	NC	27317	Older American	N/A
Wells Fargo & Company	MD	21060		N/A
Wells Fargo & Company	AZ	85225		N/A
Citibank	NY	11375		N/A
Citizens Financial Group, Inc.	DC	20005		N/A
TD Bank US Holding Company	CT	06320		N/A
PNC Bank N.A.	IA	52761		N/A
Citibank	NY	11375		N/A
U.S. Bancorp	CA	95377		N/A
Banco Popular North America	FL	32757		N/A
Citibank	NY	11372		N/A
HSBC North America Holdings Inc.	OK	74146	Older American	N/A
Wells Fargo & Company	FL	33781		N/A
HSBC North America Holdings Inc.	FL	33301		N/A
Regions Financial Corporation	TN	37617		N/A
U.S. Bancorp	AZ	85395		N/A
JPMorgan Chase & Co.				N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Postal mail	09/30/2014	Closed with explanation	Yes	No
Phone	10/23/2014	Closed with explanation	Yes	Yes
Referral	10/01/2014	Closed with explanation	Yes	No
Referral	10/03/2014	Closed with explanation	Yes	No
Phone	09/30/2014	Closed with monetary relief	Yes	No
Referral	10/03/2014	Closed with explanation	Yes	Yes
Referral	10/03/2014	Closed with explanation	Yes	No
Web	10/27/2014	Closed with explanation	Yes	No
Web	10/08/2014	Closed with monetary relief	Yes	No
Web	11/04/2014	Closed with explanation	Yes	No
Web	10/08/2014	Closed with explanation	Yes	No
Web	10/21/2014	Closed with explanation	Yes	No
Web	10/30/2014	Closed with monetary relief	Yes	No
Referral	10/27/2014	Closed with monetary relief	Yes	No
Referral	10/27/2014	Closed with monetary relief	Yes	No
Referral	10/09/2014	Closed with explanation	Yes	No
Referral	10/27/2014	Closed with explanation	Yes	No
Referral	10/27/2014	Closed with explanation	Yes	Yes
Referral	10/27/2014	Closed with explanation	Yes	No
Web	10/03/2014	Closed with explanation	Yes	No
Postal mail	10/07/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1042556

1042559

1050139

1050143

1049747

1050146

1050147

1079142

1063970

1092585

1064008

1079144

1093088

1079793

1079801

1057091

1080282

1079919

1079926

1056913

1043849

Bank Account or Service Complaints

Based on Consumer Complaints

10/21/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Savings account
10/15/2014	Bank account or service	Checking account
09/24/2014	Bank account or service	Checking account
09/24/2014	Bank account or service	Checking account
10/09/2014	Bank account or service	Checking account
10/09/2014	Bank account or service	Checking account
10/24/2014	Bank account or service	Checking account
09/24/2014	Bank account or service	Savings account
10/24/2014	Bank account or service	Checking account
10/24/2014	Bank account or service	Checking account
09/24/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/03/2014	Bank account or service	Checking account
10/24/2014	Bank account or service	Checking account
10/24/2014	Bank account or service	Other bank product/service
10/24/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	CA	90505		N/A
Wells Fargo & Company	NV	89141		N/A
Goldman Sachs Bank USA	MA	01089		N/A
SunTrust Banks, Inc.	FL	34741	Older American	N/A
Wells Fargo & Company	UT	84604		N/A
Bank of America	CA	94965		N/A
Bank of America				N/A
Wells Fargo & Company				N/A
PNC Bank N.A.	IN	46016		N/A
JPMorgan Chase & Co.	PA	19012	Older American	N/A
PNC Bank N.A.	NJ	08854		N/A
Bank of the West	UT	84095		N/A
BB&T Financial	FL	33462		N/A
SunTrust Banks, Inc.	VA	23881		N/A
JPMorgan Chase & Co.	CA	94124		N/A
Wells Fargo & Company	PA	19603		N/A
SunTrust Banks, Inc.	GA	30064	Older American	N/A
The Huntington National Bank	IN	46241		N/A
Wells Fargo & Company	CO	80011	Older American	N/A
Wells Fargo & Company	CA	95610		N/A
First Tennessee Bank	TN	38018		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/27/2014	Closed with explanation	Yes	No
Referral	10/27/2014	Closed with explanation	Yes	Yes
Referral	10/27/2014	Closed with explanation	Yes	No
Web	10/17/2014	Closed with explanation	Yes	Yes
Referral	09/30/2014	Closed with explanation	Yes	No
Referral	09/30/2014	Closed with monetary relief	Yes	No
Web	10/16/2014	Closed with explanation	Yes	Yes
Web	10/16/2014	Closed with explanation	Yes	Yes
Postal mail	10/27/2014	Closed with explanation	Yes	No
Web	09/24/2014	Closed with explanation	Yes	No
Referral	10/27/2014	Closed with explanation	Yes	No
Referral	10/29/2014	Closed with monetary relief	Yes	No
Web	09/24/2014	Closed with explanation	Yes	No
Phone	11/05/2014	Closed with monetary relief	Yes	No
Web	10/21/2014	Closed with explanation	Yes	Yes
Phone	11/04/2014	Closed with non-monetary relief	Yes	No
Web	10/30/2014	Closed with monetary relief	Yes	No
Web	10/03/2014	Closed with monetary relief	Yes	No
Phone	10/27/2014	Closed with explanation	Yes	No
Web	10/24/2014	Closed with explanation	Yes	No
Web	10/24/2014	Closed with explanation	No	No

Bank Account or Service Complaints

Based on Consumer Complaints

1080187

1080223

1080335

1071544

1042862

1042860

1066000

1066001

1085135

1042883

1085905

1085910

1042188

1093285

1079764

1093397

1093454

1057215

1086268

1084904

1086335

Bank Account or Service Complaints

Based on Consumer Complaints

10/15/2014	Bank account or service	Other bank product/service
10/24/2014	Bank account or service	Other bank product/service
10/15/2014	Bank account or service	Checking account
10/09/2014	Bank account or service	Checking account
10/24/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Other bank product/service
10/25/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Checking account
10/25/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Other bank product/service
10/15/2014	Bank account or service	Other bank product/service
10/25/2014	Bank account or service	Checking account
10/25/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

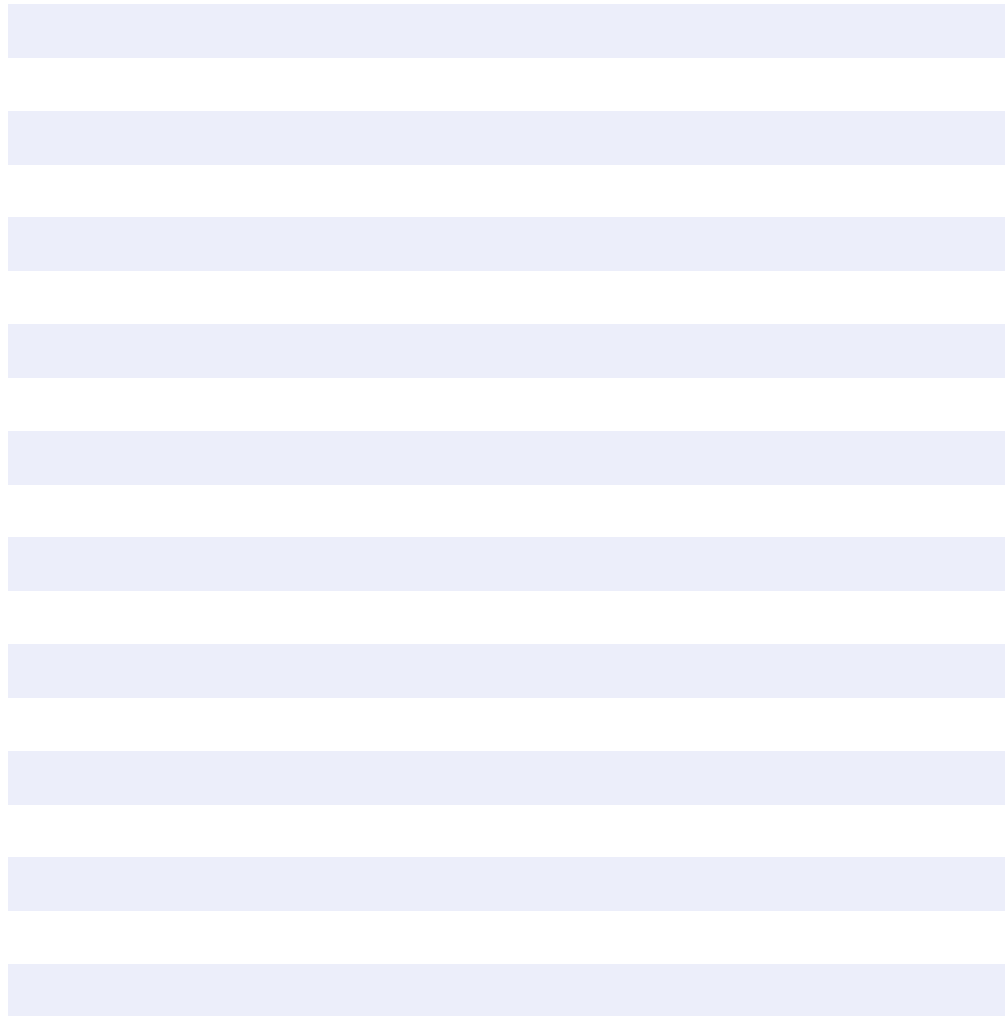
Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

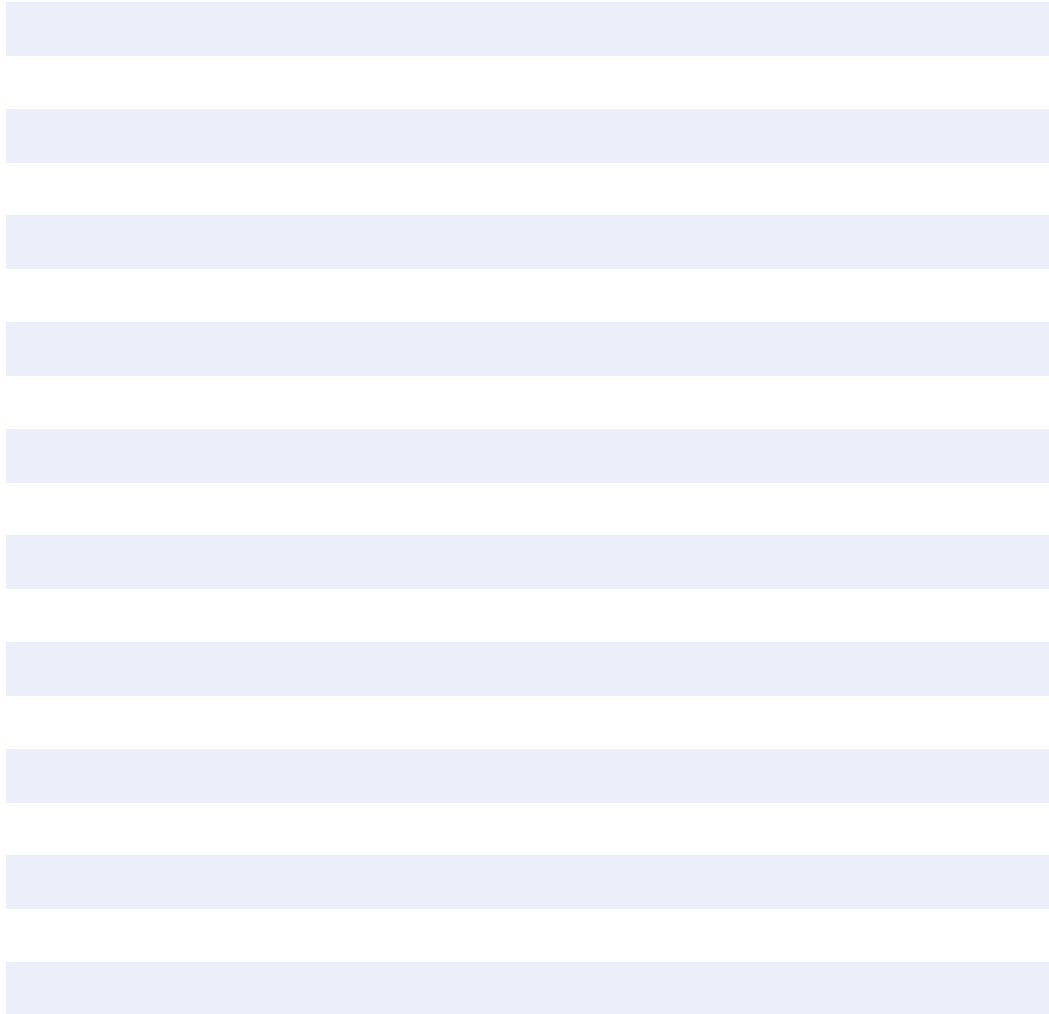
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	GA	30344		N/A
Santander Bank US	NY	11375		N/A
Wells Fargo & Company	FL	33430	Older American	N/A
JPMorgan Chase & Co.	NY	10011		N/A
U.S. Bancorp	UT	84084	Older American	N/A
PNC Bank N.A.	MD	20731		N/A
BB&T Financial	FL	33702		N/A
IBERIABANK	TX	76248		N/A
Wells Fargo & Company	CA	91109		N/A
SunTrust Banks, Inc.	NC	28081		N/A
JPMorgan Chase & Co.	PA	19027		N/A
Capital One				N/A
M&T Bank Corporation	PA	17013		N/A
PNC Bank N.A.	MO	63136		N/A
Bank of America	FL	33146	Older American	N/A
USAA Savings	AZ	85051	Servicemember	N/A
Banco Popular de Puerto Rico	PR	00988		N/A
Bank of America	WA	98204		N/A
OneMain Financial Holdings, LLC	PA	17019		N/A
U.S. Bancorp	OH	43224		N/A
Bank of America	MD	20906	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	10/22/2014	Closed with explanation	Yes	No
Web	10/24/2014	Closed with explanation	Yes	No
Phone	10/22/2014	Closed with explanation	Yes	No
Referral	10/16/2014	Closed with explanation	Yes	No
Phone	10/30/2014	Closed with explanation	Yes	No
Referral	11/05/2014	Closed with explanation	Yes	No
Referral	10/31/2014	Closed with explanation	Yes	No
Referral	10/31/2014	Closed with explanation	Yes	No
Phone	10/30/2014	Closed with explanation	Yes	No
Referral	11/01/2014	Closed with monetary relief	Yes	No
Referral	11/05/2014	Closed with explanation	Yes	No
Referral	10/31/2014	Closed with explanation	Yes	No
Referral	11/01/2014	Closed with monetary relief	Yes	No
Referral	11/05/2014	Closed with explanation	Yes	No
Fax	10/27/2014	Closed with non-monetary relief	Yes	No
Web	10/30/2014	Closed with explanation	Yes	Yes
Phone	11/05/2014	Closed with explanation	Yes	Yes
Web	10/30/2014	Closed with explanation	Yes	No
Referral	10/22/2014	Closed with explanation	Yes	No
Web	10/25/2014	Closed with non-monetary relief	Yes	No
Web	10/25/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1071034

1086473

1072010

1065165

1086520

1094457

1094464

1094466

1086616

1094470

1094472

1094480

1094484

1094485

1080256

1086737

1093823

1093844

1072045

1086800

1086853

Bank Account or Service Complaints

Based on Consumer Complaints

10/26/2014	Bank account or service	Other bank product/service
10/30/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/26/2014	Bank account or service	(CD) Certificate of deposit
10/26/2014	Bank account or service	Checking account
10/26/2014	Bank account or service	Checking account
10/30/2014	Bank account or service	Checking account
10/31/2014	Bank account or service	Other bank product/service
10/31/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	(CD) Certificate of deposit
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Other bank product/service
10/27/2014	Bank account or service	Checking account
10/16/2014	Bank account or service	Checking account
10/16/2014	Bank account or service	Checking account
10/16/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	FL	32833		N/A
Bank of America	NV	89502		N/A
JPMorgan Chase & Co.	OK	74037		N/A
Zions Bancorporation	UT	84106	Older American	N/A
Union Bank	CA	90302		N/A
Banco Santander Puerto Rico				N/A
Regions Financial Corporation	TN	37830	Servicemember	N/A
Santander Bank US	PA	17608		N/A
Navy FCU	MI	48197	Servicemember	N/A
HSBC North America Holdings Inc.	NJ	08824		N/A
Wells Fargo & Company	CA	95202		N/A
Citibank	WA	98105		N/A
Bank of America	UT	84116		N/A
Bank of America	TX	75115		N/A
BB&T Financial	FL	32926		N/A
TD Bank US Holding Company	NJ	07601		N/A
Bank of America				N/A
Wells Fargo & Company	NC	28052		N/A
People's United Bank	CT	06512		N/A
BBVA Compass	GA	30024		N/A
BBVA Compass	CA	92582		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/26/2014	Closed with explanation	Yes	No
Web	10/30/2014	Closed with non-monetary relief	Yes	No
Web	10/30/2014	Closed with explanation	Yes	Yes
Web	10/26/2014	Closed with explanation	Yes	No
Web	10/26/2014	Closed with explanation	Yes	No
Web	10/27/2014	Closed with explanation	Yes	Yes
Phone	11/05/2014	Closed with explanation	Yes	Yes
Web	10/31/2014	Closed	Yes	No
Web	11/06/2014	Closed with explanation	Yes	No
Web	10/30/2014	Closed with explanation	Yes	No
Referral	10/28/2014	Closed with explanation	Yes	Yes
Referral	10/30/2014	Closed with explanation	Yes	No
Referral	10/30/2014	Closed with explanation	Yes	No
Referral	10/28/2014	Closed with non-monetary relief	Yes	Yes
Referral	10/30/2014	Closed with explanation	Yes	No
Referral	10/30/2014	Closed with explanation	Yes	No
Postal mail	10/31/2014	Closed with explanation	Yes	No
Referral	10/30/2014	Closed with explanation	Yes	No
Referral	10/22/2014	Closed with explanation	Yes	No
Referral	10/22/2014	Closed with explanation	Yes	No
Referral	10/22/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1087000

1093055

1093985

1087072

1086928

1089840

1094097

1096465

1094968

1090130

1089305

1090565

1090666

1089260

1090635

1089336

1090339

1090670

1073565

1073673

1073999

Bank Account or Service Complaints

Based on Consumer Complaints

10/16/2014	Bank account or service	Checking account
10/16/2014	Bank account or service	Other bank product/service
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	(CD) Certificate of deposit
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Checking account
10/31/2014	Bank account or service	Other bank product/service
10/31/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	(CD) Certificate of deposit
10/21/2014	Bank account or service	Other bank product/service
10/16/2014	Bank account or service	Checking account
10/16/2014	Bank account or service	(CD) Certificate of deposit
10/27/2014	Bank account or service	Checking account
10/16/2014	Bank account or service	Cashing a check without an account
10/27/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Other bank product/service
10/21/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

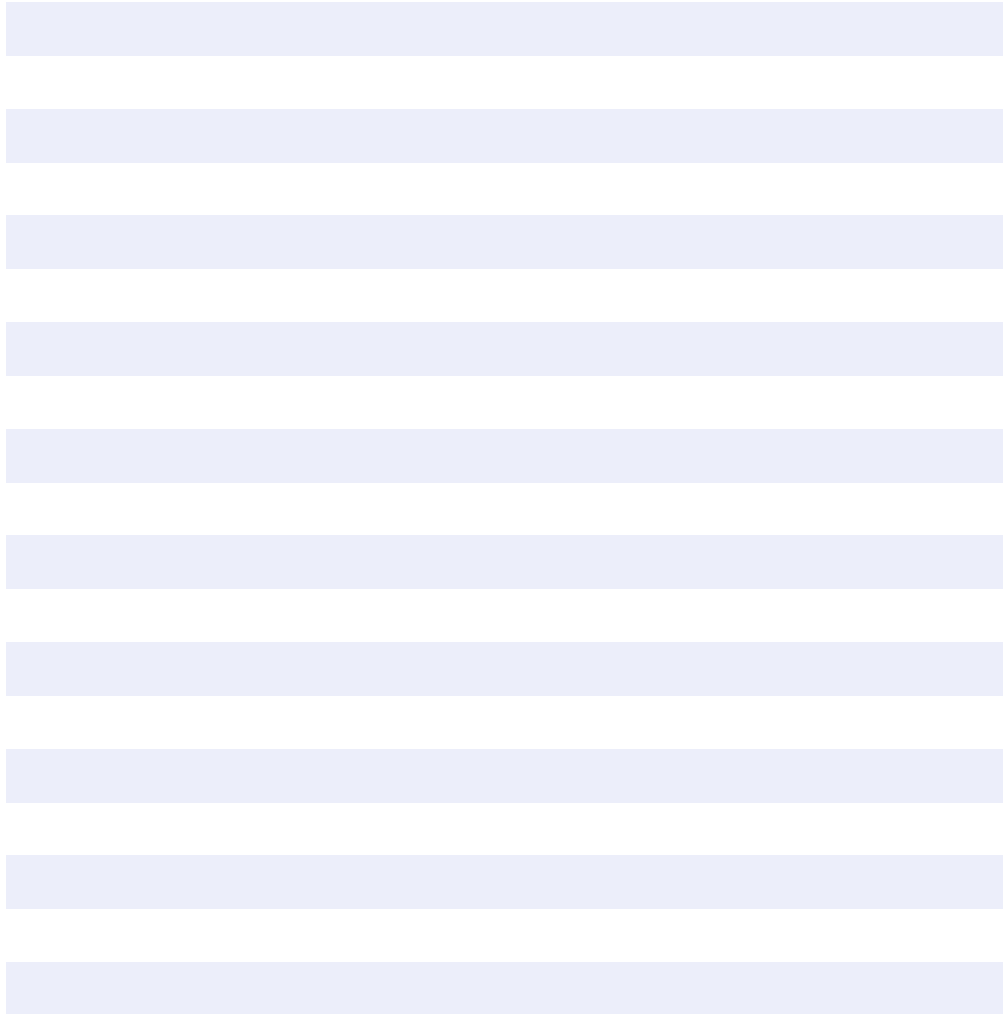
Using a debit or ATM card

Making/receiving payments, sending money

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	CT	06515		N/A
Navy FCU	MS	38671		N/A
USAA Savings	TN	37042		N/A
U.S. Bancorp	IA	52358		N/A
Wells Fargo & Company	AR	72602	Older American	N/A
Bank of America	MD	21229		N/A
TD Bank US Holding Company	MA	01056		N/A
Wells Fargo & Company				N/A
Wells Fargo & Company	IL	60659		N/A
Banco Popular de Puerto Rico	PR	00669	Older American	N/A
TD Bank US Holding Company	NJ	08081		N/A
Wells Fargo & Company	OK	74127		N/A
Bank of America	OH	45011		N/A
Capital One	VA	22901	Older American	N/A
Bank of America	GA	31061		N/A
Wells Fargo & Company	TX	75025	Older American	N/A
Bank of America	FL	33178		N/A
Bank of America	VA	23234		N/A
State Employee's Credit Union	NC	27612		N/A
Bank of America	CA	93543		N/A
Navy FCU	MD	20910		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/22/2014	Closed with explanation	Yes	No
Referral	10/20/2014	Closed with monetary relief	Yes	No
Referral	10/31/2014	Closed with explanation	Yes	No
Referral	10/31/2014	Closed with explanation	Yes	No
Postal mail	10/31/2014	Closed with explanation	Yes	No
Referral	10/31/2014	Closed with explanation	Yes	No
Referral	10/31/2014	Closed with monetary relief	Yes	Yes
Postal mail	10/31/2014	Closed with explanation	Yes	No
Referral	11/06/2014	Closed with explanation	Yes	No
Phone	11/06/2014	Closed with monetary relief	Yes	No
Web	10/21/2014	Closed with monetary relief	Yes	No
Phone	10/27/2014	Closed with explanation	Yes	No
Web	10/27/2014	Closed with explanation	Yes	No
Web	10/22/2014	Closed with explanation	Yes	No
Web	10/16/2014	Closed with monetary relief	Yes	No
Web	10/16/2014	Closed with explanation	Yes	Yes
Phone	10/31/2014	Closed with explanation	Yes	Yes
Phone	10/22/2014	Closed with explanation	Yes	No
Web	10/31/2014	Closed with explanation	Yes	No
Referral	10/31/2014	Closed with monetary relief	Yes	No
Phone	10/27/2014	Closed with monetary relief	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1073901

1077447

1090903

1090936

1089474

1090305

1090303

1089510

1095968

1095273

1080459

1080371

1089254

1080479

1073597

1073114

1090694

1073649

1090744

1091013

1080644

Bank Account or Service Complaints

Based on Consumer Complaints

10/27/2014	Bank account or service	Other bank product/service
10/27/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Checking account
10/27/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Other bank product/service
10/21/2014	Bank account or service	Other bank product/service
10/27/2014	Bank account or service	Checking account
10/21/2014	Bank account or service	Other bank product/service
10/22/2014	Bank account or service	Checking account
10/22/2014	Bank account or service	Checking account
10/22/2014	Bank account or service	Other bank product/service
10/22/2014	Bank account or service	Checking account
10/22/2014	Bank account or service	Checking account
10/16/2014	Bank account or service	Checking account
10/22/2014	Bank account or service	Checking account
10/22/2014	Bank account or service	Checking account
10/28/2014	Bank account or service	Checking account
10/28/2014	Bank account or service	Cashing a check without an account
10/28/2014	Bank account or service	Checking account
10/28/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

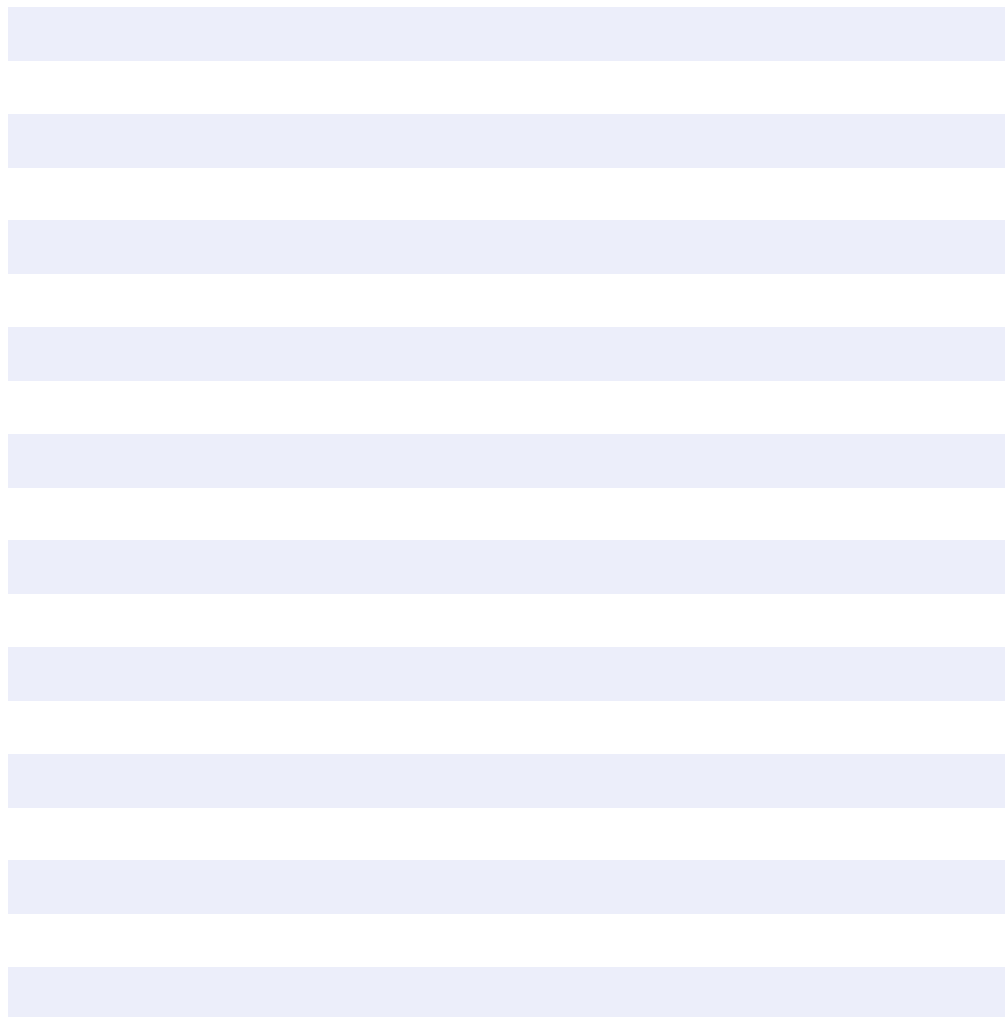
Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

PNC Bank N.A.	MD	21046		N/A
Bank of America	IL	46327		N/A
Bank of America	MD	21117		N/A
USAA Savings	FL	33952	Servicemember	N/A
PNC Bank N.A.	VA	20155		N/A
Citibank	SC	29229		N/A
U.S. Bancorp	OH	43017		N/A
JPMorgan Chase & Co.	OR	97062		N/A
PNC Bank N.A.	WI	53235		N/A
TD Bank US Holding Company	DE	19804		N/A
PNC Bank N.A.	MI	48215		N/A
The Northern Trust Company	CA	90056		N/A
Fifth Third Financial Corporation	IL	61834		N/A
Wells Fargo & Company	TX	75206		N/A
Wells Fargo & Company	VA	23605		N/A
Fifth Third Financial Corporation	NC	28208		N/A
PNC Bank N.A.	VA	20146		N/A
Bank of America	CT	06786	Older American	N/A
Banco Santander Puerto Rico	PR	00956		N/A
Bank of America	NV	89081	Servicemember	N/A
Citibank	MA	02472		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	10/31/2014	Closed with explanation	Yes	Yes
Referral	10/31/2014	Closed with explanation	Yes	No
Web	10/21/2014	Closed with explanation	Yes	No
Referral	10/31/2014	Closed with explanation	Yes	No
Web	10/21/2014	Closed with explanation	Yes	No
Web	10/21/2014	Closed with non-monetary relief	Yes	No
Web	10/21/2014	Closed with explanation	Yes	Yes
Phone	10/31/2014	Closed with explanation	Yes	Yes
Referral	10/27/2014	Closed with explanation	Yes	No
Web	10/22/2014	Closed with monetary relief	Yes	No
Referral	10/27/2014	Closed with explanation	Yes	Yes
Referral	10/27/2014	Closed with explanation	Yes	No
Referral	10/27/2014	Closed with non-monetary relief	Yes	No
Web	10/22/2014	Closed with explanation	Yes	No
Web	10/16/2014	Closed with explanation	Yes	No
Phone	10/28/2014	Closed with explanation	Yes	No
Phone	10/28/2014	Closed with explanation	Yes	No
Phone	11/03/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with monetary relief	Yes	No
Referral	11/03/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1091022

1087617

1080679

1087319

1080737

1080797

1080803

1090948

1080818

1081543

1081763

1081376

1081871

1081606

1074006

1081707

1081735

1087335

1087360

1088860

1087591

Bank Account or Service Complaints

Based on Consumer Complaints

10/31/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Other bank product/service
11/05/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account
10/22/2014	Bank account or service	Checking account
10/22/2014	Bank account or service	Other bank product/service
10/28/2014	Bank account or service	Checking account
10/31/2014	Bank account or service	Checking account
10/28/2014	Bank account or service	Savings account
10/28/2014	Bank account or service	Savings account
10/28/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account
10/22/2014	Bank account or service	Checking account
10/31/2014	Bank account or service	Checking account
10/17/2014	Bank account or service	Cashing a check without an account
11/05/2014	Bank account or service	(CD) Certificate of deposit
10/22/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Problems caused by my funds being low

Making/receiving payments, sending money

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

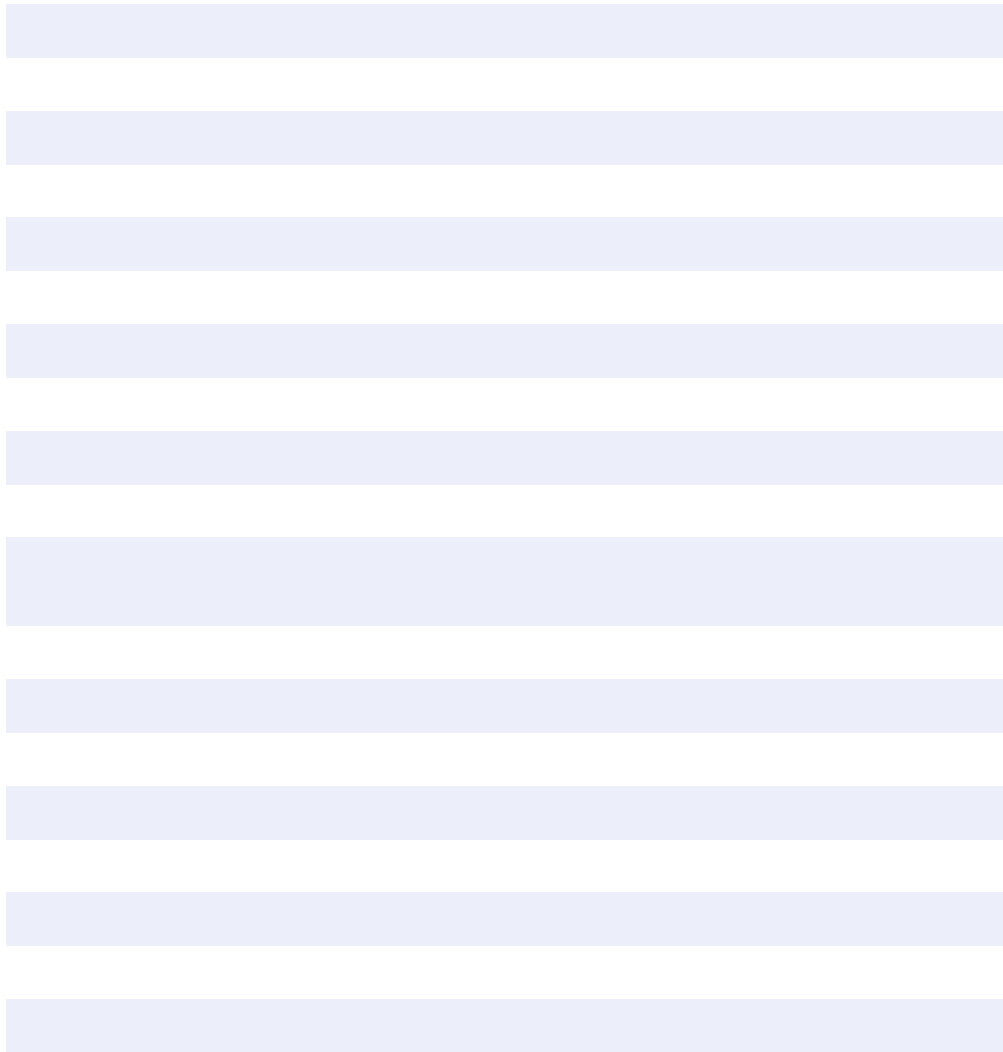
Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	TX	77057		N/A
Citizens Financial Group, Inc.	NY	12770		N/A
Bank of America	NC	28277		N/A
Bank of America	KS	66218		N/A
SunTrust Banks, Inc.	MD	20746	Older American	N/A
PNC Bank N.A.	PA	19121		N/A
Bank of America	CA	94061		N/A
JPMorgan Chase & Co.	NV	89104		N/A
SunTrust Banks, Inc.	GA	30187	Older American	N/A
JPMorgan Chase & Co.	NY	11203		N/A
BancorpSouth Bank	AL	35212		N/A
PNC Bank N.A.	OH	45224	Older American, Servicemember	N/A
PNC Bank N.A.	PA	15202		N/A
Wells Fargo & Company	CA	92255	Servicemember	N/A
Bank of America	MN	55369		N/A
Wells Fargo & Company				N/A
Wells Fargo & Company	DE	19802		N/A
Bank of America				N/A
JPMorgan Chase & Co.	FL	32825		N/A
JPMorgan Chase & Co.	NJ	08050		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/31/2014	Closed with explanation	Yes	No
Referral	11/10/2014	Closed with monetary relief	Yes	No
Referral	11/10/2014	Closed with explanation	Yes	Yes
Web	11/05/2014	Closed with monetary relief	Yes	No
Postal mail	11/06/2014	Closed with monetary relief	Yes	No
Referral	10/27/2014	Closed with explanation	Yes	No
Referral	10/28/2014	Closed with explanation	Yes	No
Postal mail	11/03/2014	Closed with explanation	Yes	No
Phone	11/06/2014	Closed with monetary relief	Yes	No
Phone	11/03/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with explanation	Yes	No
Postal mail	11/03/2014	Closed with explanation	Yes	No
Referral	11/07/2014	Closed with explanation	Yes	No
Web	10/22/2014	Closed with explanation	Yes	No
Web	11/06/2014	Closed with explanation	Yes	No
Phone	10/23/2014	Closed with explanation	Yes	No
Referral	11/10/2014	Closed with explanation	Yes	No
Phone	10/27/2014	Closed with explanation	Yes	No
Referral	11/06/2014	Closed with explanation	Yes	No
Phone	11/10/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1096500

1103903

1103888

1102783

1103845

1082022

1082027

1088701

1095592

1087671

1087675

1088706

1102943

1082166

1095652

1075244

1103103

1082308

1103126

1104062

Bank Account or Service Complaints

Based on Consumer Complaints

10/22/2014	Bank account or service	Checking account
10/28/2014	Bank account or service	Checking account
10/17/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account
10/31/2014	Bank account or service	Checking account
10/31/2014	Bank account or service	Other bank product/service
11/10/2014	Bank account or service	Other bank product/service
11/10/2014	Bank account or service	Savings account
11/10/2014	Bank account or service	Other bank product/service
11/05/2014	Bank account or service	Other bank product/service
10/31/2014	Bank account or service	Other bank product/service
11/05/2014	Bank account or service	Checking account
10/31/2014	Bank account or service	Checking account
11/14/2014	Bank account or service	Checking account
11/10/2014	Bank account or service	Savings account
11/20/2014	Bank account or service	Savings account
11/01/2014	Bank account or service	Other bank product/service
11/14/2014	Bank account or service	Other bank product/service
11/10/2014	Bank account or service	Savings account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Problems caused by my funds being low

Problems caused by my funds being low

Making/receiving payments, sending money

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Making/receiving payments, sending money

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

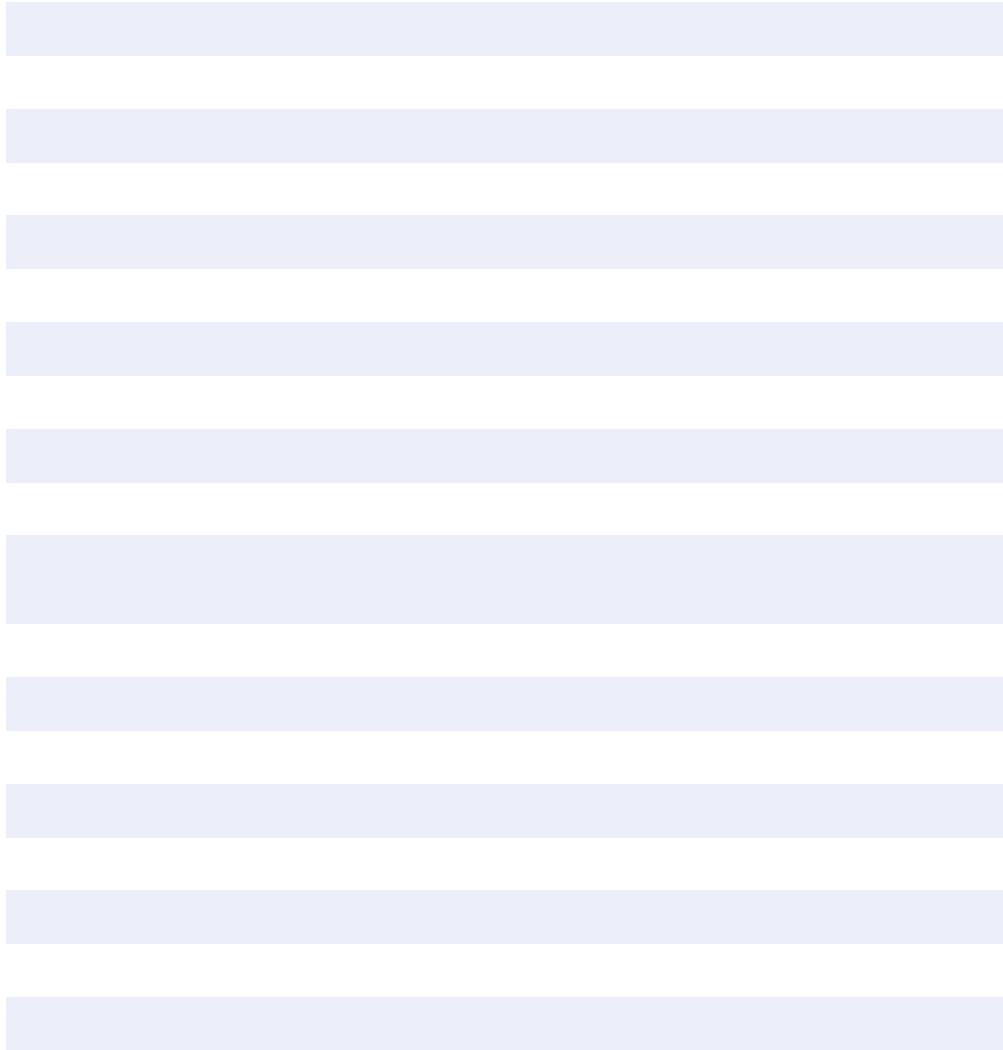
Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	CA	92009		N/A
TD Bank US Holding Company	MA	02120	Servicemember	N/A
Wells Fargo & Company	NJ	08609		N/A
JPMorgan Chase & Co.	FL	33301		N/A
PNC Bank N.A.	CA	93103	Older American	N/A
Bank of America				N/A
U.S. Bancorp	OH	45241	Older American	N/A
Bank of America	CA	92877		N/A
Wells Fargo & Company	GA	30041		N/A
TD Bank US Holding Company	FL	33313		N/A
JPMorgan Chase & Co.	OH	43214		N/A
Capital One	TX	78583		N/A
USAA Savings	VA	24479	Older American, Servicemember	N/A
Wells Fargo & Company	NV	89135		N/A
PNC Bank N.A.	IL	60634	Older American	N/A
Citibank	CA	95624	Servicemember	N/A
Bank of America	FL	32304		N/A
Wells Fargo & Company	FL	33647		N/A
PayPal Holdings, Inc.	VA	20111		N/A
First Data Corporation	TX	78504		N/A
Wells Fargo & Company				N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	10/22/2014	Closed with explanation	Yes	No
Phone	11/04/2014	Closed with monetary relief	Yes	No
Phone	10/23/2014	Closed with explanation	Yes	No
Phone	11/10/2014	Closed with explanation	Yes	No
Web	11/05/2014	Closed with explanation	Yes	No
Phone	11/05/2014	Closed with monetary relief	Yes	Yes
Web	11/10/2014	Closed with explanation	Yes	No
Web	10/31/2014	Closed with explanation	Yes	No
Web	11/10/2014	Closed with explanation	Yes	No
Phone	11/10/2014	Closed with monetary relief	Yes	No
Web	11/10/2014	Closed with explanation	Yes	No
Postal mail	11/06/2014	Closed with monetary relief	Yes	No
Web	10/31/2014	Closed with non-monetary relief	Yes	No
Web	11/05/2014	Closed with non-monetary relief	Yes	No
Web	10/31/2014	Closed with explanation	Yes	No
Web	11/15/2014	Closed with explanation	Yes	Yes
Web	11/10/2014	Closed with monetary relief	Yes	No
Referral	11/26/2014	Closed with explanation	Yes	No
Web	11/06/2014	Closed with explanation	Yes	No
Web	11/15/2014	Closed with monetary relief	Yes	No
Phone	11/13/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1082377

1088032

1075417

1103252

1103290

1104442

1096067

1094881

1110142

1110178

1109926

1103508

1096264

1104379

1096314

1117266

1110347

1132525

1097175

1117767

1110469

Bank Account or Service Complaints

Based on Consumer Complaints

11/06/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Savings account
11/15/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Checking account
11/15/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Checking account
11/15/2014	Bank account or service	Other bank product/service
11/20/2014	Bank account or service	Checking account
11/15/2014	Bank account or service	Checking account
11/01/2014	Bank account or service	Savings account
11/15/2014	Bank account or service	Other bank product/service
11/20/2014	Bank account or service	Other bank product/service
11/20/2014	Bank account or service	Checking account
11/20/2014	Bank account or service	Checking account
11/01/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Checking account
11/11/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Other bank product/service
11/02/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

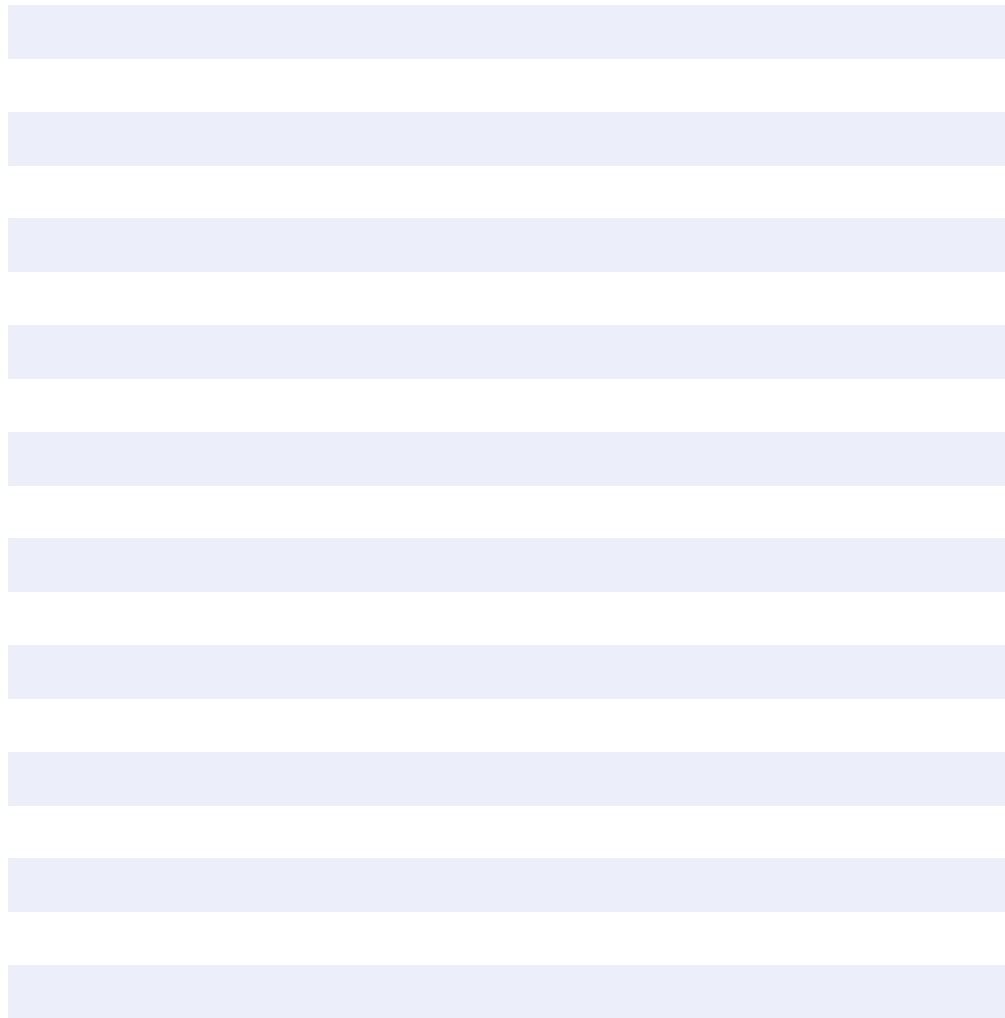
Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	CA	92840		N/A
Citibank	FL	34491	Older American, Servicemember	N/A
JPMorgan Chase & Co.	FL	33021		N/A
Wells Fargo & Company	TX	75023		N/A
Bank of America	FL	33311	Servicemember	N/A
Zions Bancorporation	TX	77057		N/A
PayPal Holdings, Inc.	NM	87192		N/A
TD Bank US Holding Company	NY	10003		N/A
Zions Bancorporation	TX	77098		N/A
Wells Fargo & Company	SC	29202		N/A
Santander Bank US	MA	01532		N/A
Navy FCU	CA	92037		N/A
Navy FCU	IN	46278		N/A
Fifth Third Financial Corporation	FL	33545		N/A
Bank of America	GA	31419		N/A
SunTrust Banks, Inc.	FL	32820		N/A
Bank of America	TX	77026		N/A
JPMorgan Chase & Co.	MI	48302		N/A
Wells Fargo & Company	AL	36107		N/A
TD Bank US Holding Company	FL	32901		N/A
JPMorgan Chase & Co.	AL	35115	Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	11/12/2014	Closed with monetary relief	Yes	No
Postal mail	11/12/2014	Closed with explanation	Yes	No
Web	11/15/2014	Closed with explanation	Yes	No
Web	11/06/2014	Closed with explanation	Yes	No
Web	11/15/2014	Closed with explanation	Yes	No
Web	11/06/2014	Closed with explanation	Yes	Yes
Web	11/17/2014	Closed with monetary relief	Yes	Yes
Web	11/20/2014	Closed with monetary relief	Yes	No
Web	11/15/2014	Closed with explanation	Yes	No
Web	11/01/2014	Closed with explanation	Yes	No
Web	11/15/2014	Closed	Yes	No
Referral	11/26/2014	Closed with explanation	Yes	Yes
Referral	11/26/2014	Closed with explanation	Yes	No
Referral	11/25/2014	Closed with explanation	Yes	No
Web	11/01/2014	Closed with explanation	Yes	No
Web	11/06/2014	Closed with explanation	Yes	No
Referral	11/12/2014	Closed with explanation	Yes	No
Referral	11/12/2014	Closed with explanation	Yes	No
Web	11/13/2014	Closed with monetary relief	Yes	No
Referral	11/12/2014	Closed with explanation	Yes	Yes
Web	11/06/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1105974

1105993

1118418

1104496

1118441

1104531

1118464

1126829

1118478

1097277

1118516

1132609

1132600

1130260

1097400

1104438

1105761

1104654

1111133

1105629

1097664

Bank Account or Service Complaints

Based on Consumer Complaints

11/16/2014	Bank account or service	Other bank product/service
11/16/2014	Bank account or service	Checking account
11/16/2014	Bank account or service	Checking account
11/20/2014	Bank account or service	Checking account
11/16/2014	Bank account or service	Checking account
11/02/2014	Bank account or service	Checking account
11/11/2014	Bank account or service	Other bank product/service
11/03/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Checking account
11/11/2014	Bank account or service	Checking account
11/03/2014	Bank account or service	Other bank product/service
11/03/2014	Bank account or service	Other bank product/service
11/17/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Checking account
11/03/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Checking account
11/20/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Checking account
11/11/2014	Bank account or service	Other bank product/service
11/06/2014	Bank account or service	Savings account

Bank Account or Service Complaints

Based on Consumer Complaints

Using a debit or ATM card

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Making/receiving payments, sending money

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

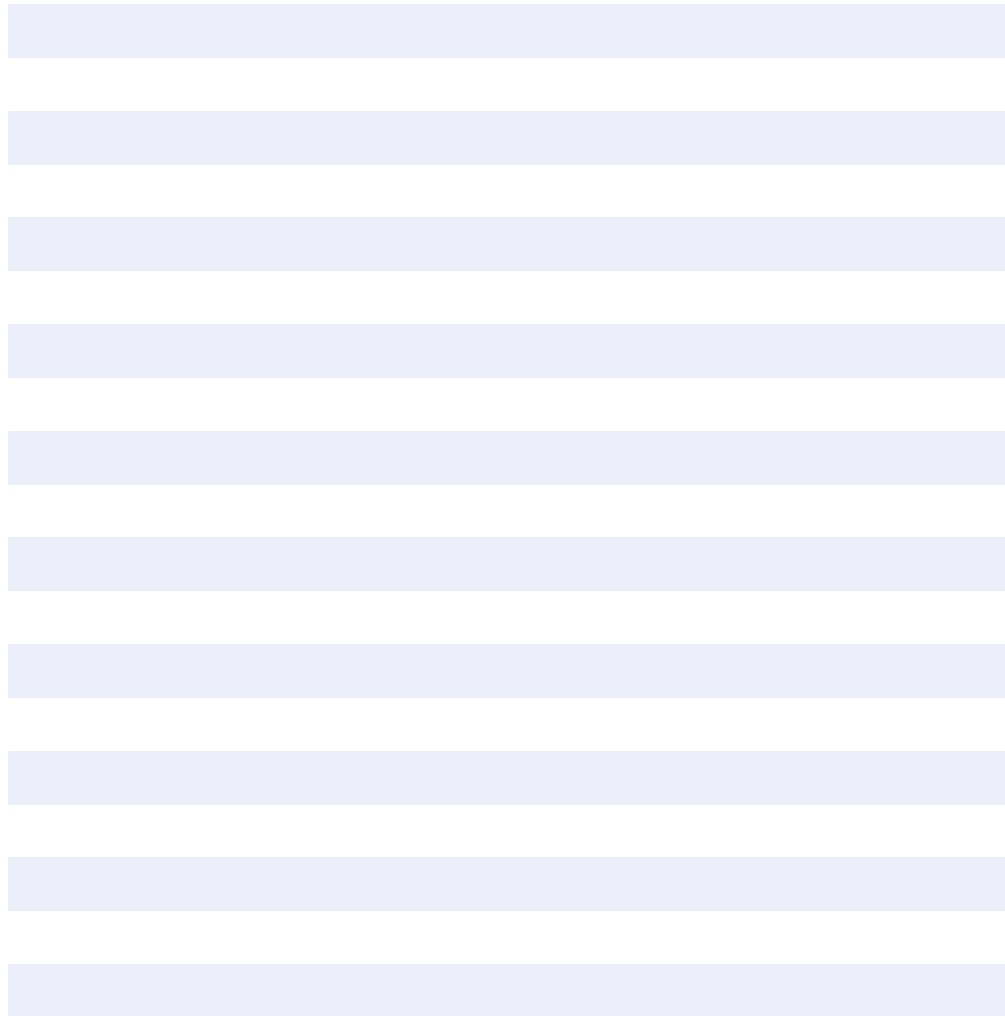
Problems caused by my funds being low

Making/receiving payments, sending money

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Webster Bank	WA	98118		N/A
The Huntington National Bank	OH	44240		N/A
Bank of America	NJ	07024		N/A
HSBC North America Holdings Inc.	NY	10472	Older American	N/A
SunTrust Banks, Inc.	MD	20774		N/A
Wells Fargo & Company	NY	12423		N/A
Equifax	MA	02150		N/A
M&T Bank Corporation	DC	20017		N/A
TD Bank US Holding Company	NY	11235	Older American	N/A
Citibank	CA	91403		N/A
Santander Bank US	PA	19551		N/A
BBVA Compass	TX	77293		N/A
JPMorgan Chase & Co.	TN	77868		N/A
PNC Bank N.A.	NJ	07114		N/A
Capital One	LA	70065		N/A
U.S. Bancorp	CA	90048		N/A
PNC Bank N.A.	NC	27526		N/A
Fifth Third Financial Corporation	IL	60473		N/A
Apple Financial Holdings, Inc	NY	10033		N/A
TD Bank US Holding Company	ME	04250		N/A
PayPal Holdings, Inc.	NY	11590		N/A
Wells Fargo & Company	GA	30901		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	11/25/2014	Closed with explanation	Yes	No
Web	11/16/2014	Closed with explanation	Yes	No
Web	11/16/2014	Closed with non-monetary relief	Yes	Yes
Web	11/20/2014	Closed with explanation	Yes	No
Web	11/16/2014	Closed with monetary relief	Yes	No
Web	11/02/2014	Closed with explanation	Yes	No
Web	11/15/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with explanation	Yes	No
Referral	11/19/2014	Closed with monetary relief	Yes	No
Web	11/15/2014	Closed with explanation	Yes	Yes
Referral	11/06/2014	Closed with monetary relief	Yes	No
Referral	11/05/2014	Closed with explanation	Yes	Yes
Referral	11/17/2014	Closed with explanation	Yes	No
Referral	11/17/2014	Closed with explanation	Yes	Yes
Referral	11/06/2014	Closed with explanation	Yes	No
Referral	11/21/2014	Closed with explanation	Yes	No
Referral	11/21/2014	Closed with explanation	Yes	No
Web	11/20/2014	Closed with non-monetary relief	Yes	No
Referral	12/12/2014	Closed with monetary relief	Yes	No
Referral	11/17/2014	Closed with explanation	Yes	No
Web	11/14/2014	Closed with explanation	Yes	No
Fax	11/12/2014	Closed with non-monetary relief	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1118748

1118755

1118771

1126901

1118825

1097669

1111153

1097777

1119171

1111149

1099428

1097710

1119459

1120733

1098346

1119472

1120006

1127046

1119531

1120846

1111764

1105142

Bank Account or Service Complaints

Based on Consumer Complaints

11/12/2014	Bank account or service	Checking account
11/12/2014	Bank account or service	Checking account
11/12/2014	Bank account or service	Checking account
11/12/2014	Bank account or service	Checking account
11/20/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Checking account
11/20/2014	Bank account or service	Checking account
11/20/2014	Bank account or service	Other bank product/service
11/17/2014	Bank account or service	Checking account
11/20/2014	Bank account or service	(CD) Certificate of deposit
11/20/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Checking account
11/12/2014	Bank account or service	Checking account
11/12/2014	Bank account or service	Other bank product/service
11/12/2014	Bank account or service	Savings account
11/17/2014	Bank account or service	Other bank product/service
11/12/2014	Bank account or service	Savings account
11/12/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Using a debit or ATM card

Using a debit or ATM card

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

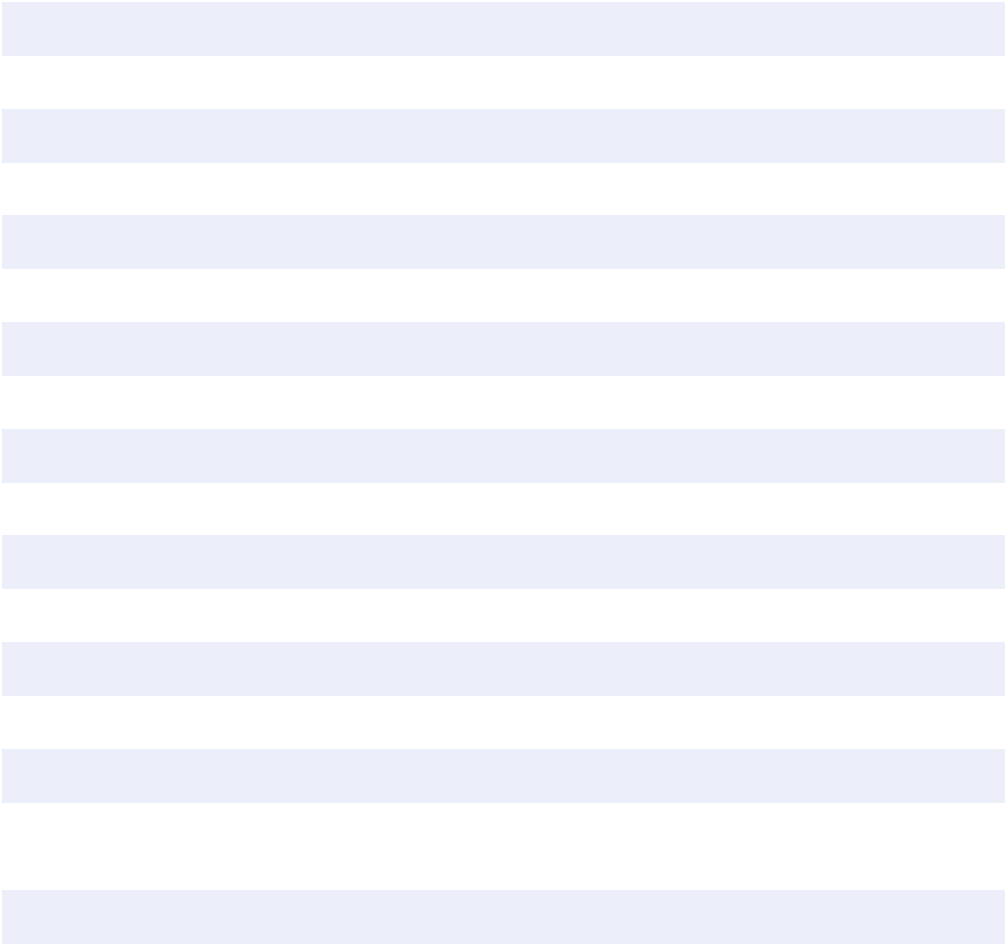
Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

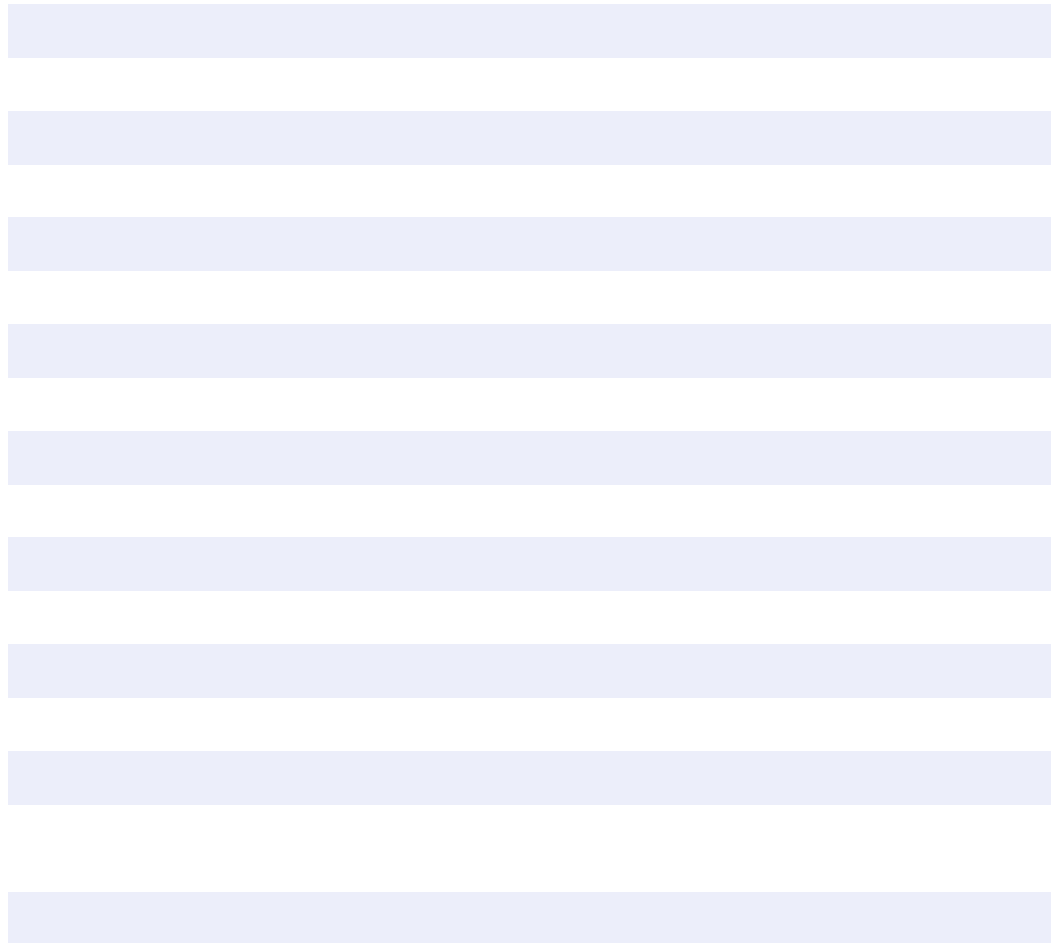
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

TD Bank US Holding Company	NY	10580		N/A
Expert Global Solutions, Inc.	NY	11375		N/A
Wells Fargo & Company	NY	11375		N/A
Capital One	NY	11375		N/A
Bank of America	NY	11233	Older American	N/A
Bank of America	RI	02915		N/A
Wells Fargo & Company	NY	11520		N/A
Wells Fargo & Company	OK	74126		N/A
Capital One	WV	25801		N/A
Bank of America	VA	22079	Older American	N/A
Wells Fargo & Company	IL	60542		N/A
JPMorgan Chase & Co.	OR	97489		N/A
Capital One				N/A
Wells Fargo & Company	NC	27408	Older American	N/A
Bank of America	FL	33160		N/A
BMO Harris	WI	54970		N/A
Wells Fargo & Company	KS	67846	Older American, Servicemember	N/A
Bank of America	NY	10463		N/A
JPMorgan Chase & Co.	NJ	08054	Older American, Servicemember	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	11/12/2014	Closed with monetary relief	Yes	No
Web	11/24/2014	Closed with explanation	Yes	No
Web	11/12/2014	Closed with explanation	Yes	No
Web	11/17/2014	Closed with explanation	Yes	No
Referral	11/24/2014	Closed with explanation	Yes	No
Web	11/17/2014	Closed with explanation	Yes	Yes
Referral	11/19/2014	Closed with explanation	Yes	Yes
Phone	11/20/2014	Closed with explanation	Yes	No
Phone	11/20/2014	Closed with explanation	Yes	No
Phone	11/18/2014	Closed with non-monetary relief	Yes	No
Web	11/28/2014	Closed with explanation	Yes	No
Web	11/20/2014	Closed with explanation	Yes	No
Phone	11/20/2014	Closed with explanation	Yes	No
Web	11/12/2014	Closed with explanation	Yes	No
Web	11/12/2014	Closed with explanation	Yes	No
Referral	11/14/2014	Closed with explanation	Yes	No
Web	11/18/2014	Closed with explanation	Yes	No
Referral	11/14/2014	Closed with explanation	Yes	Yes
Phone	11/17/2014	Closed with monetary relief	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1112043

1111917

1111919

1111920

1127558

1120623

1119424

1124048

1124053

1121720

1124134

1124140

1119670

1112540

1112635

1112638

1120880

1112654

1113567

Bank Account or Service Complaints

Based on Consumer Complaints

11/17/2014	Bank account or service	Other bank product/service
11/21/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Other bank product/service
11/21/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Checking account
11/17/2014	Bank account or service	Checking account
10/28/2014	Bank account or service	Checking account
11/18/2014	Bank account or service	Checking account
10/28/2014	Bank account or service	Other bank product/service
11/03/2014	Bank account or service	Checking account
11/03/2014	Bank account or service	Other bank product/service
10/28/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Other bank product/service
10/28/2014	Bank account or service	Checking account
10/28/2014	Bank account or service	(CD) Certificate of deposit
10/28/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Other bank product/service
11/03/2014	Bank account or service	Other bank product/service
11/18/2014	Bank account or service	Other bank product/service
11/06/2014	Bank account or service	Checking account
11/18/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Problems caused by my funds being low

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

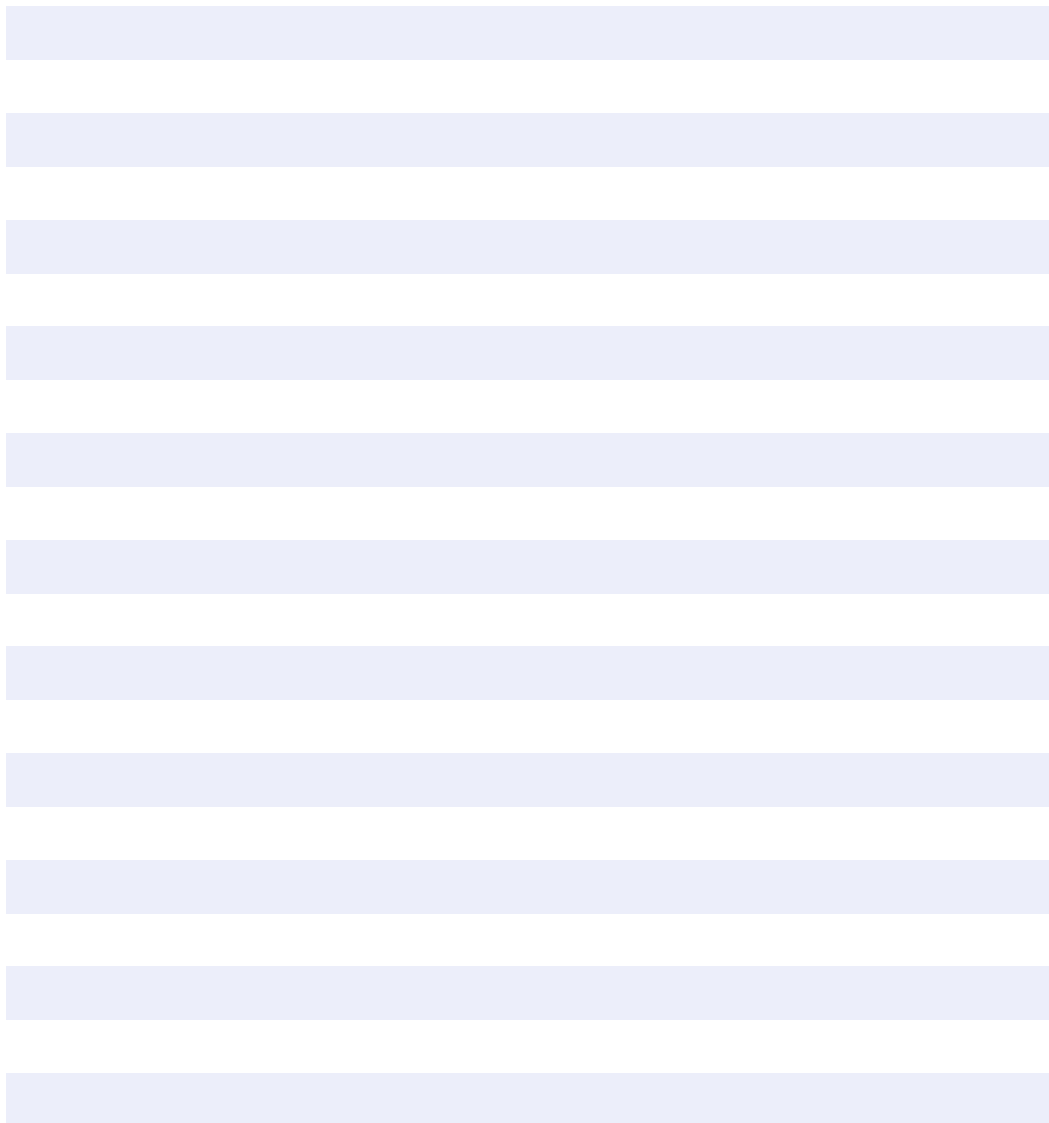
Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Citibank	NY	11542		N/A
TD Bank US Holding Company	NY	11375		N/A
Wells Fargo & Company	MN	55746		N/A
Wells Fargo & Company	CA	95116		N/A
Bank of America	FL	33881	Older American	N/A
U.S. Bancorp	UT	84123		N/A
BB&T Financial	FL	33166		N/A
Wells Fargo & Company	FL	34134	Older American	N/A
Wells Fargo & Company	PA	19004		N/A
Bank of America	NY	12477		N/A
Santander Consumer USA Holdings Inc	MN	55369		N/A
Fifth Third Financial Corporation	MI	49302		N/A
Bank of America	NJ	08520		N/A
PNC Bank N.A.	PA	19121		N/A
Ally Financial Inc.	CO	80477		N/A
Wells Fargo & Company	PA	19133		N/A
Wells Fargo & Company	NJ	08103		N/A
U.S. Bancorp	MN	55128		N/A
PayPal Holdings, Inc.	CA	91402		N/A
Boeing Employees' Credit Union	WA	98108		N/A
Banco Popular North America	FL	33144		N/A
BNY Mellon	LA	70809		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Fax	11/20/2014	Closed with explanation	Yes	No
Web	11/28/2014	Closed with explanation	Yes	No
Phone	11/18/2014	Closed with explanation	Yes	No
Web	11/21/2014	Closed with monetary relief	Yes	No
Referral	11/25/2014	Closed with monetary relief	Yes	No
Web	11/17/2014	Closed with explanation	Yes	No
Phone	11/03/2014	Closed with explanation	Yes	No
Web	11/18/2014	Closed with monetary relief	Yes	No
Web	11/03/2014	Closed with explanation	Yes	No
Referral	11/06/2014	Closed with explanation	Yes	Yes
Referral	11/13/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with explanation	Yes	No
Referral	11/12/2014	Closed with non-monetary relief	Yes	Yes
Phone	11/03/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with monetary relief	Yes	No
Web	11/03/2014	Closed with explanation	Yes	Yes
Web	11/14/2014	Closed with explanation	Yes	No
Web	11/06/2014	Closed with explanation	Yes	No
Phone	11/06/2014	Closed with explanation	Yes	No
Web	11/18/2014	Closed with explanation	Yes	No
Web	11/12/2014	Closed with monetary relief	Yes	No
Web	11/18/2014	Closed with monetary relief	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1119807

1134583

1120910

1144070

1130468

1120939

1088141

1121268

1088156

1098405

1098422

1088214

1105196

1088238

1088339

1088368

1105354

1106667

1098696

1121539

1105429

1121581

Bank Account or Service Complaints

Based on Consumer Complaints

11/18/2014	Bank account or service	Other bank product/service
11/18/2014	Bank account or service	Checking account
11/03/2014	Bank account or service	Savings account
11/03/2014	Bank account or service	Checking account
10/29/2014	Bank account or service	Other bank product/service
11/03/2014	Bank account or service	Checking account
10/29/2014	Bank account or service	Other bank product/service
10/29/2014	Bank account or service	Other bank product/service
11/06/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Other bank product/service
11/06/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Checking account
11/06/2014	Bank account or service	Checking account
10/29/2014	Bank account or service	Savings account
11/03/2014	Bank account or service	Checking account
11/13/2014	Bank account or service	Checking account
11/13/2014	Bank account or service	Checking account
11/13/2014	Bank account or service	Other bank product/service
11/04/2014	Bank account or service	Other bank product/service
11/04/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Making/receiving payments, sending money

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Making/receiving payments, sending money

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Regions Financial Corporation	MO	63033		N/A
Bank of America	FL	33069		N/A
Amex	FL	33615		N/A
JPMorgan Chase & Co.	AZ	85142		N/A
Fifth Third Financial Corporation	GA	30308		N/A
Bank of America	FL	33617		N/A
Bank of America	CA	92592		N/A
Capital One	FL	33449		N/A
Bank of America	TX	75081		N/A
Bank of America	TX	77052		N/A
BB&T Financial	FL	34953		N/A
U.S. Bancorp	CA	95916		N/A
JPMorgan Chase & Co.	TX	76105		N/A
TD Bank US Holding Company	NY	11206	Older American	N/A
PayPal Holdings, Inc.	MI	49306		N/A
Citibank	NY	10710		N/A
Webster Bank	CT	06702		N/A
JPMorgan Chase & Co.	DC	20036		N/A
USAA Savings	OH	43230	Servicemember	N/A
Rabobank	CA	94531	Older American	N/A
Wells Fargo & Company	WI	53214		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	11/18/2014	Closed with explanation	Yes	No
Web	11/18/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with explanation	Yes	No
Phone	11/04/2014	Closed with explanation	Yes	Yes
Referral	11/03/2014	Closed with explanation	Yes	No
Web	11/03/2014	Closed with explanation	Yes	No
Referral	10/31/2014	Closed with explanation	Yes	No
Web	11/04/2014	Closed with monetary relief	Yes	No
Web	11/06/2014	Closed with monetary relief	Yes	No
Referral	11/13/2014	Closed with explanation	Yes	No
Referral	11/12/2014	Closed with explanation	Yes	No
Referral	11/12/2014	Closed with monetary relief	Yes	No
Referral	11/13/2014	Closed with monetary relief	Yes	No
Web	10/29/2014	Closed with explanation	Yes	No
Web	11/06/2014	Closed with monetary relief	Yes	No
Fax	11/13/2014	Closed with monetary relief	Yes	No
Postal mail	11/18/2014	Closed with monetary relief	Yes	No
Web	11/13/2014	Closed with explanation	Yes	No
Web	11/04/2014	Closed with explanation	Yes	No
Web	11/04/2014	Closed with explanation	Yes	No
Web	12/04/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1121618

1121658

1098881

1098953

1092642

1099017

1091514

1092592

1105702

1105720

1106101

1106103

1106106

1091430

1099224

1114102

1113887

1115677

1101748

1100121

1142112

Bank Account or Service Complaints

Based on Consumer Complaints

11/04/2014	Bank account or service	Checking account
11/13/2014	Bank account or service	Checking account
11/04/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Checking account
11/26/2014	Bank account or service	Other bank product/service
12/04/2014	Bank account or service	Savings account
11/18/2014	Bank account or service	(CD) Certificate of deposit
11/13/2014	Bank account or service	Checking account
10/29/2014	Bank account or service	Checking account
11/04/2014	Bank account or service	Checking account
11/04/2014	Bank account or service	Other bank product/service
11/04/2014	Bank account or service	Checking account
11/04/2014	Bank account or service	Checking account
11/04/2014	Bank account or service	Savings account
11/18/2014	Bank account or service	Checking account
11/13/2014	Bank account or service	Savings account
11/26/2014	Bank account or service	Checking account
11/18/2014	Bank account or service	Checking account
11/26/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Checking account
11/27/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Using a debit or ATM card

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

FirstMerit Bank	MI	48348		N/A
SunTrust Banks, Inc.	NC	28144		N/A
Bank of America	NY	11207	Servicemember	N/A
U.S. Bancorp	CA	92111		N/A
American Honda Finance Corporation	OH	45013		N/A
Wells Fargo & Company	MI	48103	Older American	N/A
Bank of America	GA	30655		N/A
Wells Fargo & Company	TX	75407		N/A
JPMorgan Chase & Co.	FL	33417	Servicemember	N/A
Regions Financial Corporation	TX	77642		N/A
BMO Harris	IL	60538		N/A
TD Bank US Holding Company	NY	11237		N/A
Bank of America	MD	21122		N/A
Bank of America	MD	20769		N/A
PNC Bank N.A.	MI	49457		N/A
Bank of America	VA	23114		N/A
Citibank	NJ	07093		N/A
Citibank	TX	76825		N/A
TD Bank US Holding Company	FL	32861		N/A
First Tennessee Bank	TN	38117		N/A
Wells Fargo & Company	CA	95207		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	11/04/2014	Closed with explanation	Yes	No
Referral	11/19/2014	Closed with explanation	Yes	No
Web	11/04/2014	Closed with monetary relief	Yes	No
Phone	12/04/2014	Closed with explanation	Yes	Yes
Phone	11/28/2014	Closed with explanation	Yes	No
Web	12/04/2014	Closed with explanation	Yes	No
Referral	11/21/2014	Closed with explanation	Yes	No
Web	11/13/2014	Closed with monetary relief	Yes	No
Referral	11/04/2014	Closed with explanation	Yes	Yes
Referral	11/07/2014	Closed with monetary relief	Yes	No
Referral	11/05/2014	Closed with explanation	Yes	No
Referral	11/05/2014	Closed with monetary relief	Yes	No
Referral	11/07/2014	Closed with monetary relief	Yes	No
Referral	11/07/2014	Closed with monetary relief	Yes	No
Referral	11/19/2014	Closed with explanation	Yes	No
Web	11/13/2014	Closed with monetary relief	Yes	No
Web	11/26/2014	Closed with monetary relief	Yes	No
Referral	11/19/2014	Closed with explanation	Yes	No
Phone	12/01/2014	Closed with monetary relief	Yes	No
Referral	12/01/2014	Closed	Yes	No
Phone	12/01/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1100134

1114833

1100140

1142388

1133912

1142402

1122430

1115666

1092317

1101148

1101089

1100880

1101041

1100985

1125820

1114227

1133964

1125827

1132322

1136382

1134404

Bank Account or Service Complaints

Based on Consumer Complaints

11/13/2014	Bank account or service	Checking account
11/18/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Other bank product/service
12/04/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Savings account
11/27/2014	Bank account or service	Checking account
11/18/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Savings account
11/07/2014	Bank account or service	Checking account
11/27/2014	Bank account or service	Checking account
11/27/2014	Bank account or service	Other bank product/service
11/28/2014	Bank account or service	Other bank product/service
11/21/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Checking account
10/29/2014	Bank account or service	Savings account
12/04/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Checking account
11/07/2014	Bank account or service	Checking account
11/28/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

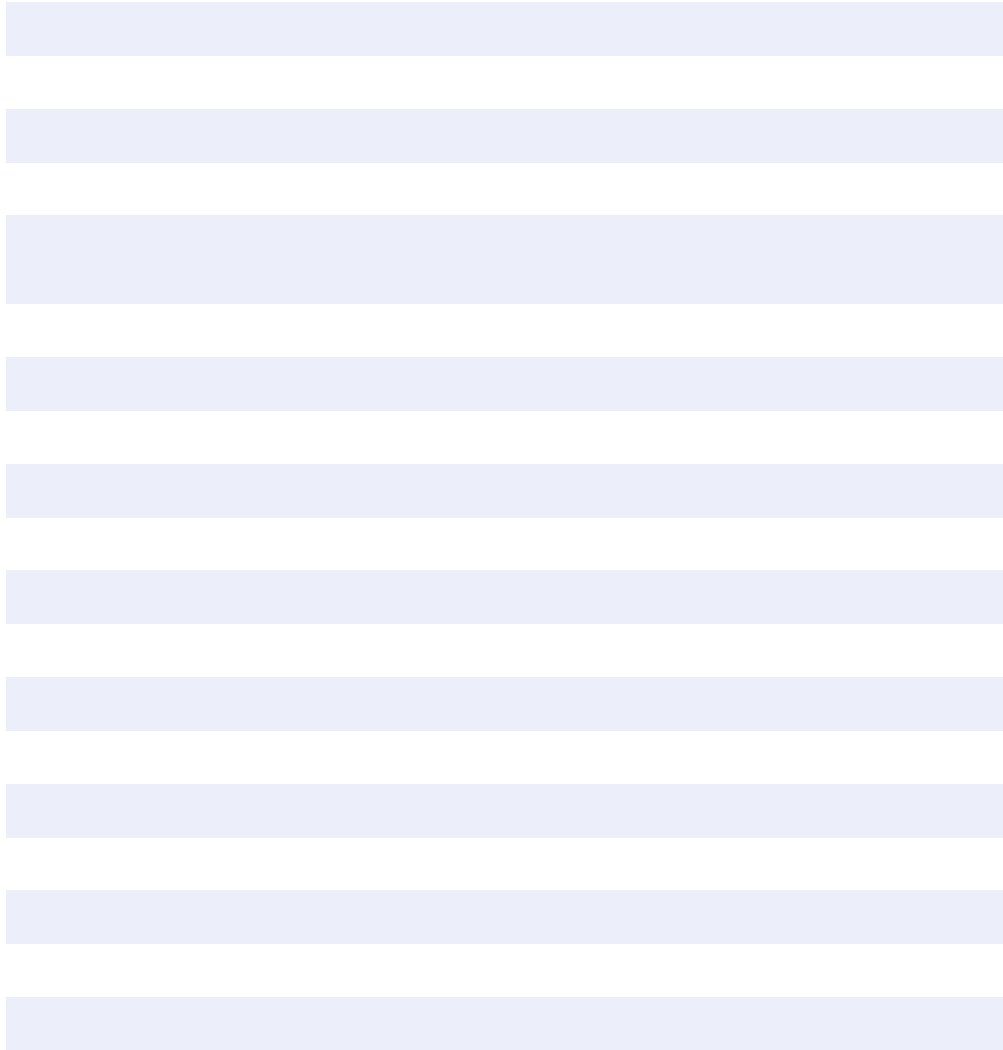
Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	AZ	85705		N/A
PNC Bank N.A.	MO	64466	Older American	N/A
Regions Financial Corporation	MS	39095		N/A
BB&T Financial	FL	33322		N/A
Wells Fargo & Company	CA	90740		N/A
SKO Brenner American, Inc.	MO	64134	Older American, Servicemember	N/A
Bank of America	CA	90034		N/A
First Tennessee Bank	KY	40241		N/A
BMO Harris	IL	60188		N/A
PNC Bank N.A.	FL	34207		N/A
PNC Bank N.A.	FL	33714		N/A
Bank of America	FL	32570		N/A
Wells Fargo & Company	TX	76018		N/A
Bank of America	CA	92648		N/A
Discover	NY	12201		N/A
Bank of America	MA	01534		N/A
SunTrust Banks, Inc.	VA	22191		N/A
TD Bank US Holding Company	PA	19126		N/A
JPMorgan Chase & Co.	CA	92592		N/A
TD Bank US Holding Company	FL	33446		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	11/13/2014	Closed with monetary relief	Yes	No
Phone	11/20/2014	Closed with explanation	Yes	No
Referral	12/09/2014	Closed with explanation	Yes	No
Referral	12/05/2014	Closed with explanation	Yes	No
Referral	12/05/2014	Closed with explanation	Yes	No
Web	12/08/2014	Closed with explanation	Yes	No
Web	11/18/2014	Closed with explanation	Yes	No
Web	12/04/2014	Closed with explanation	Yes	No
Phone	11/10/2014	Closed with explanation	Yes	No
Referral	12/03/2014	Closed with explanation	Yes	No
Referral	12/03/2014	Closed with explanation	Yes	No
Referral	12/03/2014	Closed with explanation	Yes	No
Referral	11/26/2014	Closed with monetary relief	Yes	No
Referral	11/28/2014	Closed with explanation	Yes	Yes
Phone	11/04/2014	Closed with explanation	Yes	No
Referral	12/08/2014	Closed with monetary relief	Yes	No
Referral	11/25/2014	Closed with monetary relief	Yes	No
Web	11/07/2014	Closed with explanation	Yes	No
Web	11/28/2014	Closed with explanation	Yes	No
Referral	12/05/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1114260

1122237

1144246

1142878

1142170

1134466

1122288

1142057

1106918

1134521

1134531

1135109

1132685

1134785

1092736

1143061

1125289

1106961

1134864

1142083

Bank Account or Service Complaints

Based on Consumer Complaints

12/04/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	(CD) Certificate of deposit
12/04/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Savings account
11/21/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Other bank product/service
12/04/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Other bank product/service
11/21/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Checking account
11/07/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Other bank product/service
11/13/2014	Bank account or service	Savings account
11/13/2014	Bank account or service	Savings account
11/07/2014	Bank account or service	Checking account
10/29/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	(CD) Certificate of deposit
11/28/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

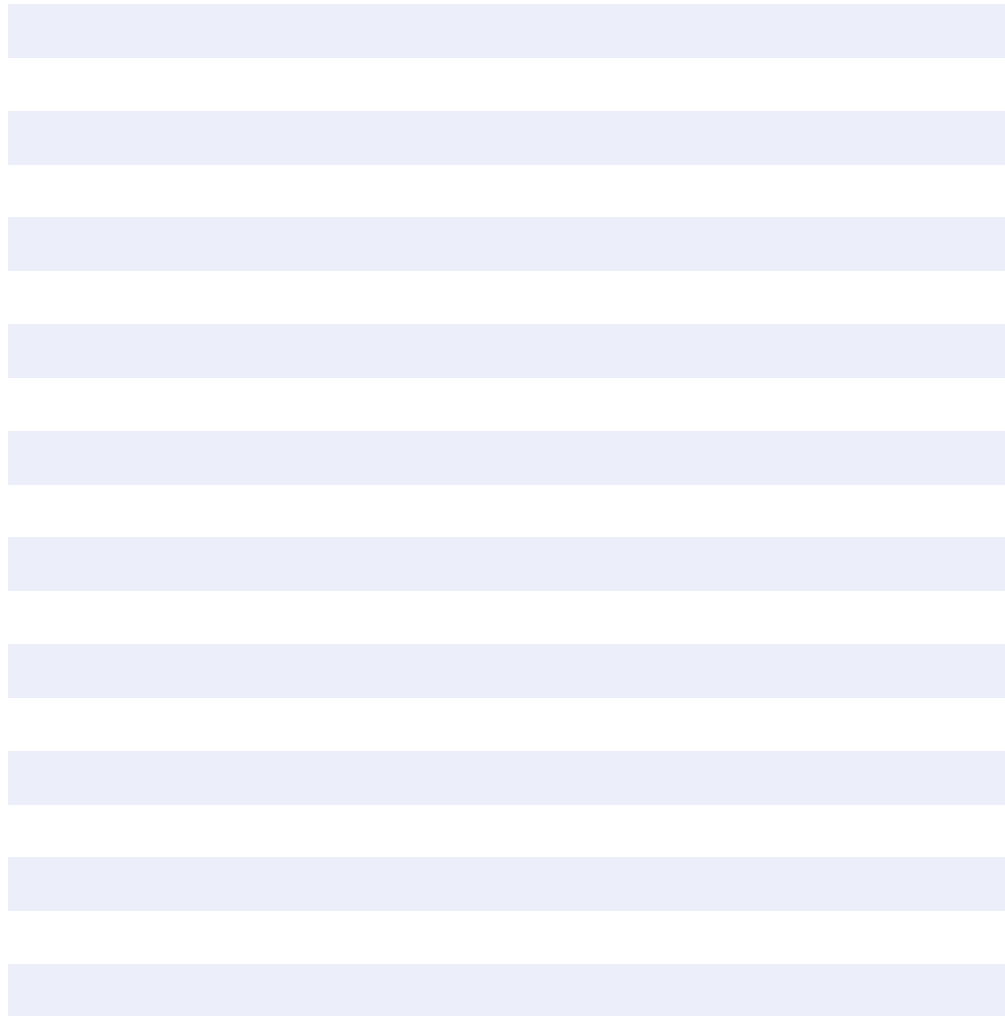
Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	CA	92879		N/A
USAA Savings	CA	95825	Older American	N/A
HSBC North America Holdings Inc.	CA	91754		N/A
Wells Fargo & Company	CA	93140		N/A
TCF National Bank	MN	55369	Older American	N/A
TCF National Bank	MI	48211		N/A
Citizens Financial Group, Inc.	MA	02459		N/A
Citizens Financial Group, Inc.	PA	19044		N/A
Wells Fargo & Company				N/A
Wells Fargo & Company	NC	28036		N/A
BBVA Compass	TX	77008		N/A
JPMorgan Chase & Co.	NY	11223	Older American	N/A
BancorpSouth Bank	MI	39540		N/A
Bank of America	IL	60620		N/A
Capital One	NJ	08618		N/A
Citibank	NY	11416		N/A
Fidelity National Information Services, Inc. (FNIS)	TX	76063		N/A
U.S. Bancorp	CA	92150		N/A
Capital One	CA	93117		N/A
JPMorgan Chase & Co.	NY	10011		N/A
Wells Fargo & Company	CO	80209		N/A
Capital One	NY	11779		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	12/08/2014	Closed with monetary relief	Yes	No
Web	11/26/2014	Closed with explanation	Yes	No
Referral	12/05/2014	Closed with explanation	Yes	No
Referral	12/08/2014	Closed with explanation	Yes	No
Referral	12/08/2014	Closed with explanation	Yes	No
Web	11/21/2014	Closed with explanation	Yes	Yes
Referral	12/09/2014	Closed with explanation	Yes	No
Referral	12/09/2014	Closed with monetary relief	Yes	No
Referral	12/11/2014	Closed with explanation	Yes	No
Referral	12/01/2014	Closed with explanation	Yes	No
Referral	12/01/2014	Closed with monetary relief	Yes	No
Postal mail	11/13/2014	Closed with explanation	Yes	No
Referral	12/01/2014	Closed with explanation	Yes	No
Phone	11/13/2014	Closed with explanation	Yes	No
Phone	11/13/2014	Closed with non-monetary relief	Yes	No
Referral	11/13/2014	Closed with explanation	Yes	No
Phone	11/04/2014	Closed with explanation	Yes	Yes
Web	11/21/2014	Closed with explanation	Yes	Yes
Referral	12/05/2014	Closed with explanation	Yes	No
Web	12/04/2014	Closed with explanation	Yes	No
Web	11/21/2014	Closed with explanation	Yes	Yes
Phone	12/01/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1142991

1132692

1143206

1142218

1144254

1127606

1143467

1143410

1142297

1128385

1125100

1108182

1125114

1114552

1114562

1108145

1092567

1124927

1142939

1142959

1124838

1135044

Bank Account or Service Complaints

Based on Consumer Complaints

11/21/2014	Bank account or service	Checking account
11/28/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Cashing a check without an account
11/21/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Checking account
12/04/2014	Bank account or service	Checking account
11/21/2014	Bank account or service	Checking account
11/07/2014	Bank account or service	Checking account
11/07/2014	Bank account or service	Other bank product/service
10/29/2014	Bank account or service	Checking account
10/29/2014	Bank account or service	Other bank product/service
11/22/2014	Bank account or service	Checking account
11/07/2014	Bank account or service	Checking account
11/07/2014	Bank account or service	Checking account
11/28/2014	Bank account or service	Checking account
11/22/2014	Bank account or service	Checking account
11/22/2014	Bank account or service	Other bank product/service
12/05/2014	Bank account or service	Other bank product/service
11/23/2014	Bank account or service	Other bank product/service
11/29/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Using a debit or ATM card

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of the West	CA	91615		N/A
JPMorgan Chase & Co.	MI	48343		N/A
Bank of America	WA	98072		N/A
JPMorgan Chase & Co.	NY	10462		N/A
PNC Bank N.A.	PA	19121		N/A
Citibank	NY	11375		N/A
U.S. Bancorp	IL	60565		N/A
Wells Fargo & Company	FL	33884		N/A
Capital One	NJ	08836		N/A
Receivables Performance Management LLC	TX	78244	Servicemember	N/A
Bank of America	PA	19149		N/A
JPMorgan Chase & Co.	CA	93041		N/A
Bank of America	MA	02368		N/A
Wells Fargo & Company	MD	20747		N/A
Citizens Financial Group, Inc.	OH	45629		N/A
U.S. Bancorp	WI	54481		N/A
Bank of America	TX	78665	Servicemember	N/A
U.S. Bancorp	CO	80220		N/A
Citibank	IA	52807		N/A
PayPal Holdings, Inc.				N/A
Bank of America	NY	13413		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Fax	12/01/2014	Closed with explanation	Yes	No
Referral	12/03/2014	Closed with explanation	Yes	No
Web	12/04/2014	Closed with explanation	Yes	No
Web	11/21/2014	Closed with non-monetary relief	Yes	No
Phone	12/01/2014	Closed with explanation	Yes	No
Web	12/01/2014	Closed with explanation	Yes	No
Referral	12/08/2014	Closed with explanation	Yes	No
Phone	11/24/2014	Closed with explanation	Yes	Yes
Referral	11/13/2014	Closed with monetary relief	Yes	No
Web	11/13/2014	Closed with explanation	Yes	No
Web	10/29/2014	Closed with non-monetary relief	Yes	Yes
Phone	11/04/2014	Closed with explanation	Yes	No
Web	11/22/2014	Closed with monetary relief	Yes	No
Phone	11/10/2014	Closed with explanation	Yes	No
Referral	11/13/2014	Closed with explanation	Yes	No
Web	11/28/2014	Closed with explanation	Yes	No
Web	11/22/2014	Closed with explanation	Yes	No
Web	11/22/2014	Closed with non-monetary relief	Yes	No
Referral	12/08/2014	Closed with monetary relief	Yes	No
Web	12/01/2014	Closed with explanation	Yes	Yes
Web	11/29/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1124908

1135122

1142250

1124966

1124644

1124597

1142293

1125032

1107368

1108036

1092376

1092383

1125614

1107503

1108140

1135492

1125547

1125250

1145827

1127494

1135749

Bank Account or Service Complaints

Based on Consumer Complaints

11/29/2014	Bank account or service	Checking account
11/23/2014	Bank account or service	Other bank product/service
11/29/2014	Bank account or service	Checking account
11/04/2014	Bank account or service	Other bank product/service
11/24/2014	Bank account or service	Checking account
11/30/2014	Bank account or service	Other bank product/service
11/04/2014	Bank account or service	Checking account
11/04/2014	Bank account or service	Checking account
12/01/2014	Bank account or service	Checking account
11/07/2014	Bank account or service	Checking account
11/04/2014	Bank account or service	Checking account
11/07/2014	Bank account or service	Checking account
11/07/2014	Bank account or service	Other bank product/service
12/01/2014	Bank account or service	Other bank product/service
12/01/2014	Bank account or service	Other bank product/service
11/07/2014	Bank account or service	Checking account
11/04/2014	Bank account or service	Checking account
11/04/2014	Bank account or service	(CD) Certificate of deposit
11/04/2014	Bank account or service	Other bank product/service
11/08/2014	Bank account or service	Other bank product/service
11/09/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Using a debit or ATM card

Making/receiving payments, sending money

Deposits and withdrawals

Problems caused by my funds being low

Making/receiving payments, sending money

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Capital One	CA	95945		N/A
PayPal Holdings, Inc.	FL	33785		N/A
PNC Bank N.A.	PA	19152		N/A
NetSpend Corporation, a TSYS Company	IN	46226		N/A
U.S. Bancorp	MD	21218		N/A
JPMorgan Chase & Co.	FL	33412		N/A
U.S. Bancorp	MN	55106		N/A
PNC Bank N.A.				N/A
Bank of America	GA	64138		N/A
Wells Fargo & Company	NC	28098		N/A
Wells Fargo & Company	NJ	08536	Older American	N/A
Wells Fargo & Company	CA	92345		N/A
Wells Fargo & Company	CA	95843		N/A
Synchrony Financial	IL	61107		N/A
PNC Bank N.A.	MD	21619		N/A
ACE Cash Express Inc.	TX	78735		N/A
Capital One	LA	71104		N/A
Bank of America	VA	23836	Older American	N/A
Global Client Solutions	TX	75116	Older American	N/A
Synchrony Financial	NY	11212		N/A
JPMorgan Chase & Co.	OR	97119		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	12/04/2014	Closed with explanation	Yes	Yes
Web	11/30/2014	Closed with non-monetary relief	Yes	No
Web	11/29/2014	Closed with explanation	Yes	No
Web	11/07/2014	Closed with monetary relief	Yes	No
Referral	12/01/2014	Closed with explanation	Yes	Yes
Web	11/30/2014	Closed with explanation	Yes	No
Web	11/04/2014	Closed with explanation	Yes	Yes
Phone	11/05/2014	Closed with explanation	Yes	No
Web	12/01/2014	Closed with explanation	Yes	No
Phone	11/10/2014	Closed with monetary relief	Yes	No
Phone	11/05/2014	Closed with explanation	Yes	No
Web	11/07/2014	Closed with monetary relief	Yes	No
Web	11/07/2014	Closed with explanation	Yes	No
Web	12/01/2014	Closed with explanation	Yes	No
Referral	12/03/2014	Closed with explanation	Yes	No
Web	11/13/2014	Closed with explanation	Yes	No
Phone	11/05/2014	Closed with explanation	Yes	Yes
Fax	11/06/2014	Closed with explanation	Yes	Yes
Postal mail	11/07/2014	Closed with explanation	Yes	No
Web	11/14/2014	Closed with explanation	Yes	No
Web	11/09/2014	Closed	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1135936

1125661

1135696

1100386

1128756

1136017

1101882

1100536

1136574

1107603

1100854

1107682

1106599

1136829

1136949

1107857

1101739

1101885

1101751

1108883

1109236

Bank Account or Service Complaints

Based on Consumer Complaints

11/09/2014	Bank account or service	Other bank product/service
11/19/2014	Bank account or service	Checking account
11/13/2014	Bank account or service	Checking account
11/13/2014	Bank account or service	(CD) Certificate of deposit
11/05/2014	Bank account or service	Other bank product/service
11/13/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account
11/10/2014	Bank account or service	Checking account
11/10/2014	Bank account or service	Checking account
11/10/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account
11/13/2014	Bank account or service	Checking account
11/13/2014	Bank account or service	Checking account
11/19/2014	Bank account or service	Other bank product/service
11/05/2014	Bank account or service	Other bank product/service
11/05/2014	Bank account or service	Checking account
11/10/2014	Bank account or service	Other bank product/service
11/24/2014	Bank account or service	Other bank product/service
11/13/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Using a debit or ATM card

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Problems caused by my funds being low

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

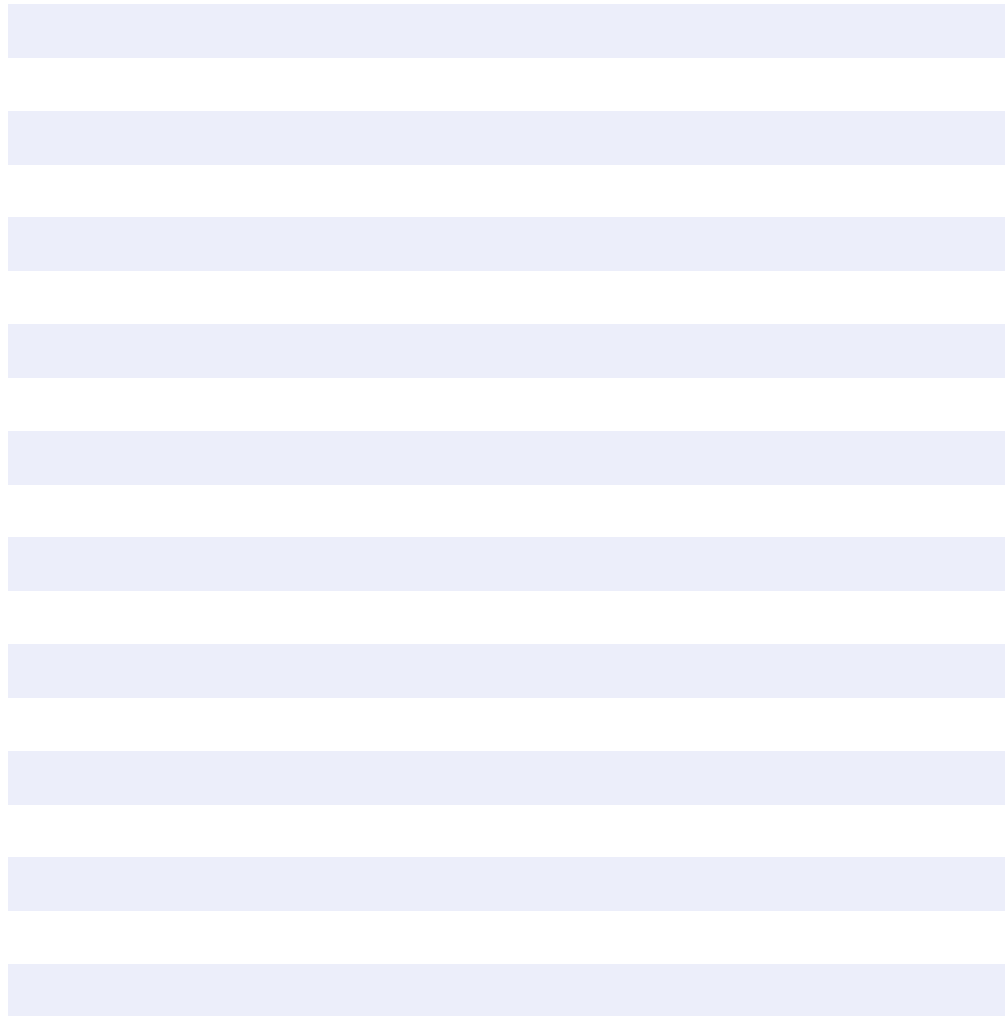
Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	NC	28227		N/A
PNC Bank N.A.	PA	18360		N/A
Wells Fargo & Company	FL	33319		N/A
Citibank	TX	77056	Older American	N/A
PayPal Holdings, Inc.	NY	11375		N/A
Bank of America	CA	92615		N/A
RJM Acquisitions LLC (Closed)	TX	75033		N/A
USAA Savings	CA	95864		N/A
Fifth Third Financial Corporation	FL	32833		N/A
SunTrust Banks, Inc.	GA	30312		N/A
Wells Fargo & Company	GA	30312		N/A
FirstMerit Bank	OH	44312		N/A
SunTrust Banks, Inc.	NC	28216		N/A
Citizens Financial Group, Inc.	MA	02136		N/A
Bank of America	CT	06614		N/A
Capital One	OK	73102	Servicemember	N/A
Citibank	TX	77840		N/A
BBVA Compass	TX	75248		N/A
Navy FCU	MD	20646		N/A
BB&T Financial	FL	33707		N/A
Wells Fargo & Company	CA	92805		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	11/09/2014	Closed with explanation	Yes	No
Web	11/19/2014	Closed with explanation	Yes	No
Web	11/13/2014	Closed with monetary relief	Yes	Yes
Web	12/03/2014	Closed with explanation	Yes	Yes
Web	11/05/2014	Closed with non-monetary relief	Yes	No
Web	11/13/2014	Closed with explanation	Yes	No
Web	11/10/2014	Closed with explanation	Yes	Yes
Web	11/05/2014	Closed with non-monetary relief	Yes	Yes
Web	11/10/2014	Closed with explanation	Yes	Yes
Referral	11/14/2014	Closed	Yes	No
Referral	11/14/2014	Closed with explanation	Yes	No
Web	11/10/2014	Closed with explanation	Yes	Yes
Web	11/14/2014	Closed with monetary relief	Yes	No
Phone	11/14/2014	Closed with monetary relief	Yes	No
Referral	12/08/2014	Closed with explanation	Yes	No
Referral	11/10/2014	Closed with explanation	Yes	No
Referral	11/10/2014	Closed with explanation	Yes	No
Web	11/10/2014	Closed with explanation	Yes	Yes
Referral	12/02/2014	Closed with explanation	Yes	No
Web	11/19/2014	Closed with explanation	Yes	Yes
Referral	11/10/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1109064

1126347

1115074

1114918

1102367

1115639

1102266

1103785

1111194

1109433

1109432

1103832

1116305

1115256

1145757

1103062

1103539

1109632

1128655

1115404

1103560

Bank Account or Service Complaints

Based on Consumer Complaints

11/13/2014	Bank account or service	Checking account
11/05/2014	Bank account or service	Savings account
11/19/2014	Bank account or service	Other bank product/service
11/24/2014	Bank account or service	Checking account
11/24/2014	Bank account or service	Checking account
11/24/2014	Bank account or service	Checking account
11/14/2014	Bank account or service	Other bank product/service
11/19/2014	Bank account or service	Checking account
11/24/2014	Bank account or service	Checking account
11/10/2014	Bank account or service	Checking account
11/24/2014	Bank account or service	Checking account
12/01/2014	Bank account or service	Checking account
11/24/2014	Bank account or service	Savings account
11/19/2014	Bank account or service	Checking account
12/01/2014	Bank account or service	Checking account
11/25/2014	Bank account or service	Checking account
12/05/2014	Bank account or service	Checking account
12/05/2014	Bank account or service	Other bank product/service
12/05/2014	Bank account or service	Savings account
11/19/2014	Bank account or service	Other bank product/service
11/25/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

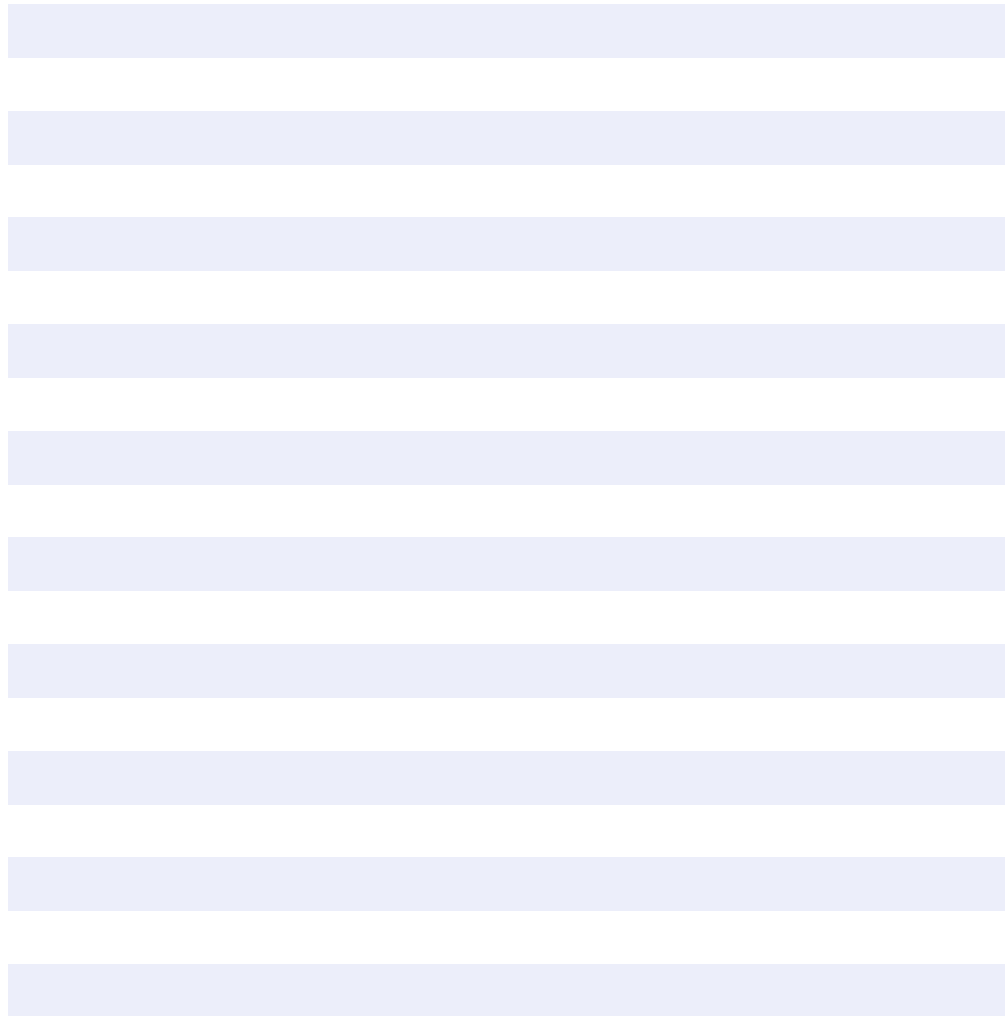
Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Bank of America	RI	02904		N/A
Wells Fargo & Company	CA	94583		N/A
SunTrust Banks, Inc.	TN	37934		N/A
TD Bank US Holding Company	NY	11209		N/A
TD Bank US Holding Company	NJ	07407		N/A
USAA Savings	OR	97298		N/A
Navy FCU	IL	60626		N/A
BBVA Compass	AZ	85345		N/A
PNC Bank N.A.	PA	19140		N/A
JPMorgan Chase & Co.	TX	78232		N/A
Wells Fargo & Company	FL	32221		N/A
Barclays PLC	CA	91104		N/A
Santander Bank US	MA	02458		N/A
Santander Bank US	RI	02882		N/A
Wells Fargo & Company	TX	77090		N/A
Bank of America	MO	65616	Older American	N/A
Citibank	CA	94501		N/A
Bank of America			Older American	N/A
U.S. Bancorp	TN	37217		N/A
Wells Fargo & Company	NY	14810		N/A
BB&T Financial	VA	22192	Older American	N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	11/13/2014	Closed with monetary relief	Yes	No
Referral	11/10/2014	Closed with explanation	Yes	Yes
Web	11/19/2014	Closed with non-monetary relief	Yes	No
Referral	12/02/2014	Closed with monetary relief	Yes	No
Referral	12/02/2014	Closed with monetary relief	Yes	No
Web	11/24/2014	Closed with explanation	Yes	Yes
Web	11/14/2014	Closed with explanation	Yes	Yes
Referral	11/24/2014	Closed with explanation	Yes	No
Referral	11/25/2014	Closed with explanation	Yes	No
Referral	11/14/2014	Closed with explanation	Yes	No
Web	11/24/2014	Closed with explanation	Yes	No
Referral	12/05/2014	Closed with explanation	Yes	No
Fax	12/02/2014	Closed	Yes	Yes
Web	11/19/2014	Closed with explanation	Yes	No
Phone	12/01/2014	Closed with explanation	Yes	No
Web	11/25/2014	Closed with monetary relief	Yes	Yes
Referral	12/09/2014	Closed with explanation	Yes	No
Web	12/08/2014	Closed with explanation	Yes	No
Referral	12/08/2014	Closed with explanation	Yes	No
Phone	11/19/2014	Closed with explanation	Yes	No
Web	12/02/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1115412

1103879

1126031

1128880

1128881

1129795

1116478

1127968

1129233

1110734

1129228

1137816

1128245

1126275

1137142

1130582

1144693

1144746

1145062

1123161

1130643

Bank Account or Service Complaints

Based on Consumer Complaints

11/25/2014	Bank account or service	Other bank product/service
12/01/2014	Bank account or service	Other bank product/service
12/01/2014	Bank account or service	Other bank product/service
11/14/2014	Bank account or service	Other bank product/service
11/25/2014	Bank account or service	(CD) Certificate of deposit
12/05/2014	Bank account or service	Other bank product/service
12/11/2014	Bank account or service	Savings account
12/01/2014	Bank account or service	Savings account
12/11/2014	Bank account or service	Checking account
12/11/2014	Bank account or service	Checking account
12/01/2014	Bank account or service	Checking account
12/11/2014	Bank account or service	Checking account
12/05/2014	Bank account or service	Checking account
12/11/2014	Bank account or service	Checking account
11/25/2014	Bank account or service	Checking account
12/11/2014	Bank account or service	Checking account
12/11/2014	Bank account or service	Checking account
11/19/2014	Bank account or service	Other bank product/service
11/14/2014	Bank account or service	Checking account
12/11/2014	Bank account or service	(CD) Certificate of deposit
12/02/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Deposits and withdrawals

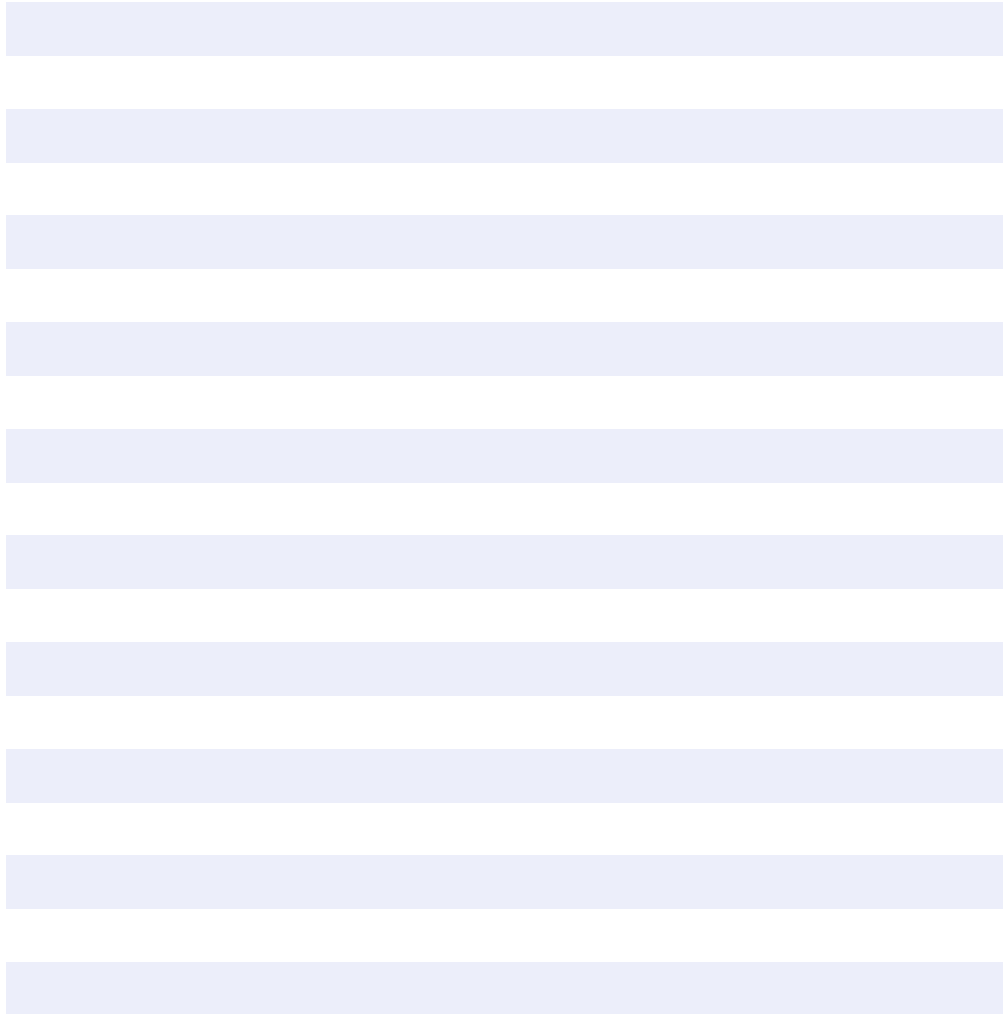
Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	IL	62704		N/A
Bank of America	MA	01588		N/A
BNY Mellon	DE	19709		N/A
Wells Fargo & Company	CO	80525		N/A
Valley National Bank	MD	21209	Older American	N/A
New York Community Bank	NY	11434		N/A
TD Bank US Holding Company	MA	02657		N/A
Bank of America				N/A
Commerce Bank	MO	64155		N/A
Bank of the West	CA	93212		N/A
Wells Fargo & Company	FL	33186		N/A
U.S. Bancorp	WI	53011		N/A
The Huntington National Bank	MI	48162		N/A
Bank of America	TX	75969		N/A
JPMorgan Chase & Co.	NJ	07080		N/A
Citizens Financial Group, Inc.	NY	14215		N/A
JPMorgan Chase & Co.	TX	78542		N/A
Union Bank	CA	91311	Older American	N/A
Fifth Third Financial Corporation	FL	33545		N/A
Santander Bank US	MA	02632		N/A
U.S. Bancorp	VI	22611		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	12/02/2014	Closed with explanation	Yes	No
Web	12/01/2014	Closed with explanation	Yes	No
Phone	12/05/2014	Closed with explanation	Yes	No
Web	11/14/2014	Closed with explanation	Yes	No
Phone	12/01/2014	Closed with explanation	Yes	No
Referral	12/10/2014	Closed with explanation	Yes	No
Phone	12/15/2014	Closed with explanation	Yes	No
Web	12/05/2014	Closed with explanation	Yes	No
Web	12/11/2014	Closed with explanation	Yes	No
Referral	12/15/2014	Closed with explanation	Yes	No
Web	12/01/2014	Closed with explanation	Yes	No
Referral	12/15/2014	Closed with explanation	Yes	Yes
Web	12/05/2014	Closed with explanation	Yes	Yes
Referral	12/15/2014	Closed with explanation	Yes	No
Fax	11/25/2014	Closed with monetary relief	Yes	Yes
Referral	12/15/2014	Closed with explanation	Yes	No
Referral	12/15/2014	Closed with monetary relief	Yes	No
Postal mail	11/25/2014	Closed with explanation	Yes	No
Web	11/14/2014	Closed with explanation	Yes	No
Referral	12/15/2014	Closed with explanation	Yes	No
Web	12/29/2014	Closed with explanation	Yes	Yes

Bank Account or Service Complaints

Based on Consumer Complaints

1130930

1137502

1137529

1117206

1130729

1145372

1152629

1137671

1152653

1153163

1138420

1153138

1145121

1153329

1130852

1153139

1152733

1123565

1118358

1152791

1138592

Bank Account or Service Complaints

Based on Consumer Complaints

12/06/2014	Bank account or service	Checking account
12/11/2014	Bank account or service	Other bank product/service
12/06/2014	Bank account or service	Other bank product/service
12/06/2014	Bank account or service	Other bank product/service
11/25/2014	Bank account or service	Checking account
12/11/2014	Bank account or service	Checking account
12/06/2014	Bank account or service	Checking account
12/02/2014	Bank account or service	Checking account
12/11/2014	Bank account or service	Other bank product/service
12/07/2014	Bank account or service	Checking account
12/02/2014	Bank account or service	Checking account
12/08/2014	Bank account or service	Other bank product/service
12/08/2014	Bank account or service	Other bank product/service
12/02/2014	Bank account or service	Checking account
12/08/2014	Bank account or service	Checking account
12/08/2014	Bank account or service	Checking account
12/08/2014	Bank account or service	Checking account
12/12/2014	Bank account or service	Checking account
12/12/2014	Bank account or service	Checking account
12/08/2014	Bank account or service	Other bank product/service
12/02/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Problems caused by my funds being low

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Account opening, closing, or management

Making/receiving payments, sending money

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Making/receiving payments, sending money

Using a debit or ATM card

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

Wells Fargo & Company	VA	23220	Older American	N/A
JPMorgan Chase & Co.	NY	10019		N/A
Wells Fargo & Company	NJ	07106		N/A
Wells Fargo & Company	AZ	85014		N/A
TD Bank US Holding Company	PA	19152		N/A
JPMorgan Chase & Co.	RI	02915		N/A
Wells Fargo & Company	MN	55122		N/A
Bank of America	ME	04078		N/A
Synchrony Financial	DC	20002		N/A
SunTrust Banks, Inc.	GA	30349		N/A
Wells Fargo & Company	FL	33134	Older American	N/A
PayPal Holdings, Inc.	CA	95134		N/A
Wells Fargo & Company	DE	19709		N/A
Bank of America	CA	95336		N/A
Bank of America	CA	92553		N/A
Regions Financial Corporation	FL	33815		N/A
HSBC North America Holdings Inc.			Older American	N/A
JPMorgan Chase & Co.	CA	93552		N/A
PNC Bank N.A.	DC	20002		N/A
Bank of America	CA	90503		N/A
Comerica	WA	98540		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	12/10/2014	Closed with explanation	Yes	No
Postal mail	12/15/2014	Closed with explanation	Yes	No
Web	12/06/2014	Closed	Yes	No
Web	12/06/2014	Closed with explanation	Yes	No
Referral	12/03/2014	Closed with explanation	Yes	Yes
Phone	12/11/2014	Closed with explanation	Yes	Yes
Web	12/06/2014	Closed with explanation	Yes	No
Phone	12/03/2014	Closed with monetary relief	Yes	Yes
Web	12/15/2014	Closed with monetary relief	Yes	No
Web	12/07/2014	Closed with monetary relief	Yes	No
Web	12/02/2014	Closed with explanation	Yes	No
Web	12/19/2014	Closed with explanation	Yes	No
Referral	12/08/2014	Closed with explanation	Yes	No
Phone	12/03/2014	Closed with monetary relief	Yes	No
Referral	12/08/2014	Closed with explanation	Yes	No
Web	12/08/2014	Closed with non-monetary relief	Yes	No
Web	12/08/2014	Closed with explanation	Yes	No
Web	12/12/2014	Closed with explanation	Yes	No
Web	12/12/2014	Closed with explanation	Yes	No
Web	12/08/2014	Closed with explanation	Yes	No
Phone	12/05/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1145866

1151916

1145883

1145935

1134019

1152953

1146016

1138762

1153067

1146138

1138946

1146349

1146706

1139036

1146712

1146480

1147879

1153994

1154001

1146790

1139243

Bank Account or Service Complaints

Based on Consumer Complaints

12/08/2014	Bank account or service	Checking account
12/08/2014	Bank account or service	Checking account
12/08/2014	Bank account or service	(CD) Certificate of deposit
12/12/2014	Bank account or service	Other bank product/service
12/08/2014	Bank account or service	Checking account
12/08/2014	Bank account or service	Checking account
12/08/2014	Bank account or service	Checking account
12/12/2014	Bank account or service	Checking account
12/12/2014	Bank account or service	Checking account
11/25/2014	Bank account or service	Other bank product/service
11/26/2014	Bank account or service	Checking account
11/25/2014	Bank account or service	Checking account
11/25/2014	Bank account or service	Savings account
01/02/2015	Bank account or service	Other bank product/service
11/25/2014	Bank account or service	Checking account
11/25/2014	Bank account or service	Checking account
12/02/2014	Bank account or service	Other bank product/service
11/26/2014	Bank account or service	Other bank product/service
12/12/2014	Bank account or service	Checking account
12/02/2014	Bank account or service	Other bank product/service

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Problems caused by my funds being low

Problems caused by my funds being low

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

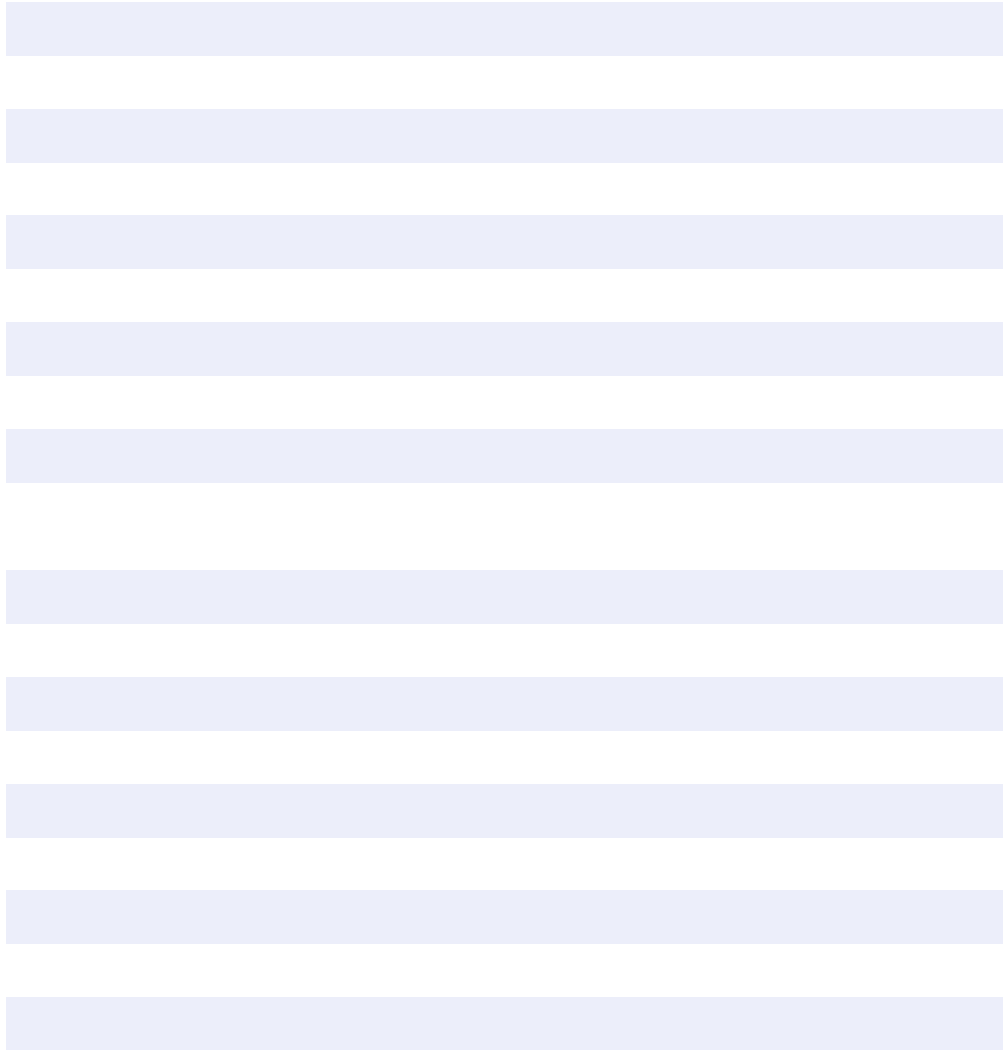
Deposits and withdrawals

Account opening, closing, or management

Using a debit or ATM card

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	OR	97487		N/A
Wells Fargo & Company	MN	97038	Older American	N/A
Fifth Third Financial Corporation	OH	44024		N/A
JPMorgan Chase & Co.	NJ	07843		N/A
Regions Financial Corporation	FL	32861		N/A
Citibank	AL	35160	Older American	N/A
Bank of America	CA	90262		N/A
TD Bank US Holding Company	NY	11207		N/A
PNC Bank N.A.	IL	60640		N/A
U.S. Bancorp	OR	97206		N/A
BB&T Financial	VA	23235	Older American, Servicemember	N/A
First National Bank of Omaha	NE	69337		N/A
JPMorgan Chase & Co.	CA	90806		N/A
Equity National Title and Closing Services, Inc.	NH	03867		N/A
Citibank	NY	10002		N/A
Regions Financial Corporation	MS	39212		N/A
Wells Fargo & Company	FL	33511		N/A
PayPal Holdings, Inc.	FL	33462		N/A
Bank of America	NY	10040		N/A
Amex	TN	37363		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Phone	12/08/2014	Closed with explanation	Yes	No
Postal mail	12/08/2014	Closed with monetary relief	Yes	No
Web	12/08/2014	Closed with explanation	Yes	Yes
Web	12/12/2014	Closed with explanation	Yes	No
Phone	12/08/2014	Closed with explanation	Yes	No
Phone	12/09/2014	Closed with explanation	Yes	No
Referral	12/08/2014	Closed with non-monetary relief	Yes	Yes
Phone	12/15/2014	Closed with monetary relief	Yes	No
Referral	12/15/2014	Closed with explanation	Yes	No
Referral	12/03/2014	Closed with explanation	Yes	Yes
Postal mail	12/03/2014	Closed with explanation	Yes	No
Phone	11/26/2014	Closed with explanation	No	No
Phone	11/26/2014	Closed with explanation	Yes	No
Referral	01/07/2015	Untimely response	No	
Referral	11/26/2014	Closed with monetary relief	Yes	Yes
Referral	12/03/2014	Closed with monetary relief	Yes	No
Web	12/02/2014	Closed with explanation	Yes	Yes
Web	12/01/2014	Closed with monetary relief	Yes	Yes
Web	12/12/2014	Closed with monetary relief	Yes	No
Web	12/03/2014	Closed with monetary relief	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1146878

1148359

1146772

1154093

1146329

1146396

1147073

1154255

1154487

1131632

1132364

1131435

1131485

1178453

1132771

1131713

1138177

1132780

1154825

1138224

Bank Account or Service Complaints

Based on Consumer Complaints

11/26/2014	Bank account or service	Savings account
12/12/2014	Bank account or service	Checking account
11/26/2014	Bank account or service	Checking account
11/26/2014	Bank account or service	Checking account
12/13/2014	Bank account or service	Checking account
12/03/2014	Bank account or service	Checking account
12/18/2014	Bank account or service	Checking account
12/18/2014	Bank account or service	Checking account
12/18/2014	Bank account or service	Checking account
11/26/2014	Bank account or service	Checking account
12/13/2014	Bank account or service	Checking account
12/13/2014	Bank account or service	Checking account
12/18/2014	Bank account or service	Other bank product/service
12/08/2014	Bank account or service	Other bank product/service
12/14/2014	Bank account or service	Checking account
12/14/2014	Bank account or service	Checking account
12/03/2014	Bank account or service	Checking account
12/14/2014	Bank account or service	Checking account
12/03/2014	Bank account or service	Checking account
12/14/2014	Bank account or service	Checking account
12/24/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Deposits and withdrawals

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Account opening, closing, or management

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

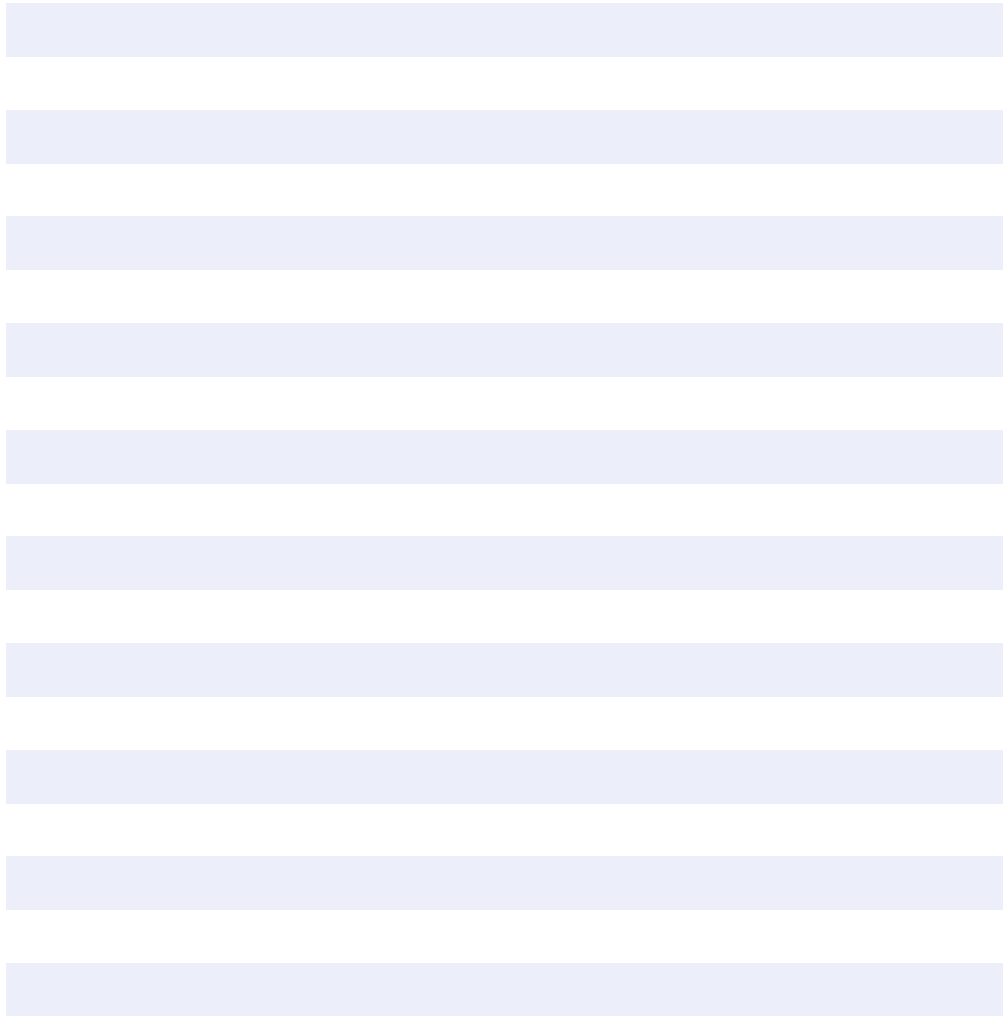
Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

JPMorgan Chase & Co.	FL	33156		N/A
Navy FCU	NV	89032	Older American, Servicemember	N/A
U.S. Bancorp	IL	60642		N/A
Amex	OR	97501	Older American	N/A
Regions Financial Corporation	TN	37027		N/A
Citizens Financial Group, Inc.	MA	01960		N/A
Wells Fargo & Company	AZ	85625		N/A
Santander Bank US	PA	19601	Older American	N/A
Wells Fargo & Company	TX	77024		N/A
USAA Savings	TX	75126		N/A
Capital One	PA	19038		N/A
Associated Bank	WI	53214		N/A
JPMorgan Chase & Co.	NY	10023		N/A
JPMorgan Chase & Co.	CO	80459		N/A
Bank of America	OR	97024		N/A
Bank of America	FL	33142		N/A
PNC Bank N.A.	OH	43228		N/A
USAA Savings	VA	20109		N/A
Wells Fargo & Company	FL	33029		N/A
TD Bank US Holding Company	AZ	85737		N/A
PNC Bank N.A.	NC	27577		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Referral	12/02/2014	Closed with explanation	Yes	No
Web	12/12/2014	Closed with explanation	Yes	No
Web	11/26/2014	Closed with explanation	Yes	Yes
Web	11/26/2014	Closed with monetary relief	Yes	No
Web	12/13/2014	Closed with explanation	Yes	No
Referral	12/22/2014	Closed with monetary relief	Yes	No
Phone	12/18/2014	Closed with explanation	Yes	No
Phone	12/19/2014	Closed with explanation	Yes	No
Referral	12/19/2014	Closed with explanation	Yes	No
Referral	12/03/2014	Closed with monetary relief	Yes	No
Web	12/13/2014	Closed with explanation	Yes	No
Web	12/13/2014	Closed with explanation	Yes	No
Web	12/18/2014	Closed with explanation	Yes	Yes
Phone	12/08/2014	Closed with explanation	Yes	No
Web	12/14/2014	Closed with explanation	Yes	No
Web	12/14/2014	Closed with explanation	Yes	No
Referral	12/05/2014	Closed	Yes	No
Web	12/14/2014	Closed with explanation	Yes	No
Referral	12/08/2014	Closed with explanation	Yes	No
Web	12/14/2014	Closed with monetary relief	Yes	No
Web	12/24/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1133291

1155026

1133080

1133121

1155543

1140687

1162428

1162454

1162569

1133353

1155692

1155693

1161867

1147168

1155857

1155875

1141025

1155909

1143647

1155763

1170154

Bank Account or Service Complaints

Based on Consumer Complaints

11/26/2014	Bank account or service	Savings account
12/03/2014	Bank account or service	Checking account
12/15/2014	Bank account or service	Other bank product/service
12/03/2014	Bank account or service	Other bank product/service
12/24/2014	Bank account or service	Checking account
12/03/2014	Bank account or service	Checking account
12/24/2014	Bank account or service	Checking account
12/15/2014	Bank account or service	Checking account
12/15/2014	Bank account or service	Checking account
12/24/2014	Bank account or service	Checking account
12/03/2014	Bank account or service	Savings account
12/15/2014	Bank account or service	Checking account
12/15/2014	Bank account or service	Checking account
12/18/2014	Bank account or service	Checking account
12/24/2014	Bank account or service	Checking account
12/18/2014	Bank account or service	(CD) Certificate of deposit
12/18/2014	Bank account or service	Other bank product/service
12/24/2014	Bank account or service	Checking account
11/26/2014	Bank account or service	Other bank product/service
12/03/2014	Bank account or service	Savings account
12/03/2014	Bank account or service	Checking account
12/08/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Using a debit or ATM card

Deposits and withdrawals

Account opening, closing, or management

Making/receiving payments, sending money

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Using a debit or ATM card

Account opening, closing, or management

Deposits and withdrawals

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

HSBC North America Holdings Inc.	NY	10036		N/A
Wells Fargo & Company	CA	92692		N/A
BMO Harris	IN	47834		N/A
TD Bank US Holding Company	DE	19702		N/A
Wells Fargo & Company	MD	21117		N/A
Bank of America	VA	24577	Servicemember	N/A
Bank of the West	CA	95128		N/A
U.S. Bancorp	WA	99208		N/A
Amex	NJ	08859		N/A
BMO Harris	WI	54548	Older American	N/A
Bank of America	TX	75202	Older American	N/A
BBVA Compass	AZ	85016		N/A
USAA Savings	FL	32814	Servicemember	N/A
Wells Fargo & Company	TX	76137		N/A
Fifth Third Financial Corporation	MI	48214		N/A
BankUnited	FL	33442		N/A
PayPal Holdings, Inc.	MD	21774		N/A
U.S. Bancorp	WI	54911		N/A
First Data Corporation	AL	36111		N/A
Webster Bank	MD	21076		N/A
The Huntington National Bank	MI	48506	Older American	N/A
Wells Fargo & Company	CA	91724		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	12/04/2014	Closed with explanation	Yes	Yes
Web	12/03/2014	Closed with non-monetary relief	Yes	No
Web	12/15/2014	Closed with explanation	Yes	No
Referral	12/03/2014	Closed with monetary relief	Yes	No
Web	12/31/2014	Closed with explanation	Yes	No
Web	12/03/2014	Closed with explanation	Yes	No
Web	12/31/2014	Closed with explanation	Yes	No
Referral	12/16/2014	Closed with monetary relief	Yes	No
Referral	12/16/2014	Closed with explanation	Yes	No
Referral	12/29/2014	Closed with explanation	Yes	No
Web	12/08/2014	Closed with non-monetary relief	Yes	No
Referral	12/17/2014	Closed with monetary relief	Yes	No
Referral	12/17/2014	Closed with explanation	Yes	No
Web	12/18/2014	Closed with explanation	Yes	No
Postal mail	12/29/2014	Closed with explanation	Yes	Yes
Web	12/18/2014	Closed with explanation	Yes	No
Web	12/22/2014	Closed with non-monetary relief	Yes	No
Referral	12/29/2014	Closed with explanation	Yes	No
Web	12/04/2014	Closed with explanation	Yes	No
Web	12/03/2014	Closed with explanation	Yes	No
Phone	12/04/2014	Closed with monetary relief	Yes	No
Phone	12/08/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1134009

1141139

1156308

1141145

1169692

1141155

1170263

1156815

1157009

1170303

1141239

1156935

1157262

1162929

1170376

1162947

1162955

1170417

1133848

1141496

1141534

1148377

Bank Account or Service Complaints

Based on Consumer Complaints

12/18/2014	Bank account or service	Checking account
01/07/2015	Bank account or service	Savings account
12/15/2014	Bank account or service	(CD) Certificate of deposit
12/31/2014	Bank account or service	Other bank product/service
12/03/2014	Bank account or service	Other bank product/service
12/24/2014	Bank account or service	Checking account
12/24/2014	Bank account or service	Checking account
12/31/2014	Bank account or service	Checking account
01/07/2015	Bank account or service	Checking account
01/01/2015	Bank account or service	Checking account
12/09/2014	Bank account or service	Checking account
12/25/2014	Bank account or service	Checking account
12/18/2014	Bank account or service	Checking account
01/07/2015	Bank account or service	Other bank product/service
12/25/2014	Bank account or service	Other bank product/service
12/09/2014	Bank account or service	Checking account
01/01/2015	Bank account or service	Other bank product/service
12/09/2014	Bank account or service	Checking account
12/25/2014	Bank account or service	Savings account
12/25/2014	Bank account or service	Checking account
12/25/2014	Bank account or service	Checking account

Bank Account or Service Complaints

Based on Consumer Complaints

Deposits and withdrawals

Account opening, closing, or management

Account opening, closing, or management

Using a debit or ATM card

Account opening, closing, or management

Problems caused by my funds being low

Deposits and withdrawals

Account opening, closing, or management

Problems caused by my funds being low

Problems caused by my funds being low

Account opening, closing, or management

Deposits and withdrawals

Making/receiving payments, sending money

Making/receiving payments, sending money

Deposits and withdrawals

Deposits and withdrawals

Making/receiving payments, sending money

Account opening, closing, or management

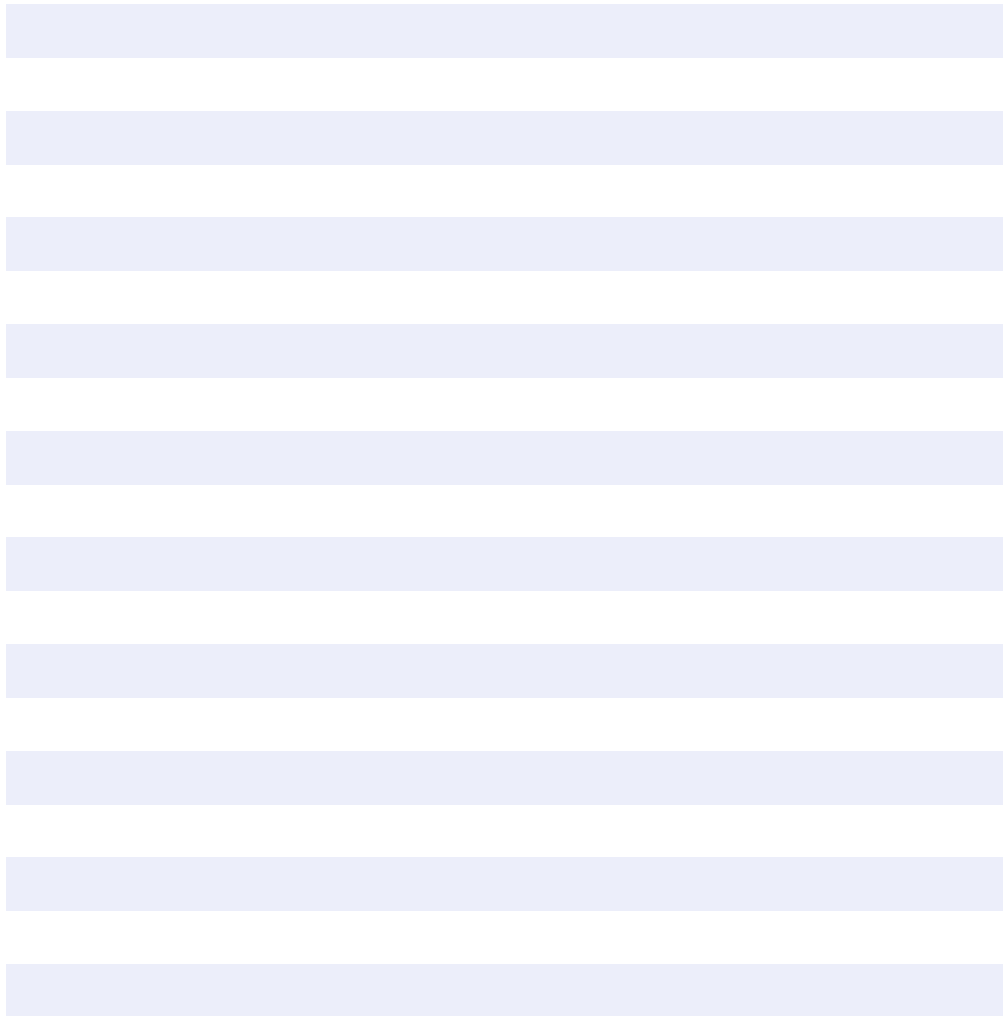
Deposits and withdrawals

Deposits and withdrawals

Deposits and withdrawals

Bank Account or Service Complaints

Based on Consumer Complaints



Bank Account or Service Complaints

Based on Consumer Complaints

Bank Account or Service Complaints

Based on Consumer Complaints

U.S. Bancorp	WA	98155		N/A
PNC Bank N.A.	OH	43123		N/A
JPMorgan Chase & Co.	NY	11419		N/A
PNC Bank N.A.	NJ	07090		N/A
Wells Fargo & Company	CO	80222		N/A
Bank of the West	OR	97220		N/A
Bank of Hawaii	HI	96719	Older American	N/A
Santander Bank US	DC	20010		N/A
Citibank	CA	90254		N/A
TD Bank US Holding Company	NJ	08004		N/A
BOK Financial Corp	TX	75068		N/A
JPMorgan Chase & Co.	NJ	08046		N/A
Wells Fargo & Company	CA	92553		N/A
Synchrony Financial	FL	34243	Older American	N/A
PayPal Holdings, Inc.	IL	60628		N/A
JPMorgan Chase & Co.	TX	75243		N/A
PayPal Holdings, Inc.	NY	11779		N/A
Bank of America	FL	32806		N/A
CIT Bank National Association	OR	97007	Older American	N/A
TD Bank US Holding Company	MA	01602		N/A
Bank of America	CA	90036		N/A

Bank Account or Service Complaints

Based on Consumer Complaints

Web	12/18/2014	Closed with monetary relief	Yes	No
Web	01/09/2015	Closed with explanation	Yes	No
Fax	12/15/2014	Closed with explanation	Yes	No
Web	01/07/2015	Closed	Yes	No
Web	12/08/2014	Closed with explanation	Yes	No
Referral	12/31/2014	Closed with monetary relief	Yes	No
Web	12/24/2014	Closed with explanation	Yes	No
Web	12/31/2014	Closed	Yes	No
Web	01/07/2015	Closed with explanation	Yes	No
Referral	01/07/2015	Closed with explanation	Yes	No
Web	12/11/2014	Closed with explanation	Yes	Yes
Web	12/25/2014	Closed with explanation	Yes	No
Postal mail	12/22/2014	Closed with explanation	Yes	No
Phone	01/13/2015	Closed with explanation	Yes	No
Web	12/31/2014	Closed with explanation	Yes	No
Web	12/09/2014	Closed with explanation	Yes	No
Web	01/07/2015	Closed with monetary relief	Yes	No
Web	12/09/2014	Closed with monetary relief	Yes	No
Web	12/25/2014	Closed with explanation	Yes	Yes
Web	12/25/2014	Closed with monetary relief	Yes	No
Web	12/25/2014	Closed with explanation	Yes	No

Bank Account or Service Complaints

Based on Consumer Complaints

1163115

1184618

1156111

1177172

1141636

1169641

1170709

1177357

1185266

1177856

1149669

1170892

1163427

1184856

1170908

1148488

1177943

1148496

1170807

1170932

1170941

Bank Account or Service Complaints

Based on Consumer Complaints

(Results truncated. Use CSV format for all records.)